SECURUS
Technologies
connecting what matters'

This Master Services Agreement (this "Agreement") is by and between the Grady Judd, as Sheriff of Polk County, Florida ("you" or "Customer") and Securus Technologies, Inc., ("we," "us," or "Provider"). This Agreement incorporates the Polk County Sheriff's Office Request for Proposal for Inmate Communication Services P2017-3 (the "RFP"), Provider's June 9, 2017 Response to the RFP ("June 9 Response"), Provider's June 26, 2017 Vendor's Clarification Form and accompanying transmittal email ("June 26 Clarification") (collectively, the June 9 Response and June 26 Clarification are referred to herein as the "Response") as if set forth fully herein and will be effective as of the last date signed by either party (the "Effective Date").

Whereas, the Customer desires and Provider agrees that Provider will install an inmate telecommunication system and will provide telecommunications and maintenance services according to the terms and conditions set forth herein and in the attached Schedule(s) and Statement of Work, which are incorporated by reference;

Now therefore, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. <u>Applications</u>. This Agreement specifies the general terms and conditions under which we will provide certain inmate-related services and applications (the "Application(s)") to you. Additional terms and conditions with respect to the Applications will be specified in the schedules entered into by the parties and attached hereto (the "Schedules"). The Schedules along with the RFP and Response are incorporated into this Agreement and are subject to the terms and conditions of this Agreement.

2. <u>Use of Applications</u>. You grant us the exclusive <u>right and license</u> to install, maintain, and derive revenue from the Applications through our inmate systems (including, without limitation, the related hardware and software) (the "System") located in and around the inmate confinement facility or facilities identified in the Schedule (the "Facility" or "Facilities"). You are responsible for the manner in which you and your respective users use the Applications. Unless expressly permitted by a Schedule or separate written agreement with us, you will not resell the Applications or provide access to the Applications (other than as expressly provided in a particular Schedule), directly or indirectly, to third parties. During the term of this Agreement and subject to the remaining terms and conditions of this Agreement, Provider will be the sole and exclusive provider of inmate phone services and video visitation.

3. <u>Compensation</u>. Compensation for each Application, if any, shall be paid in conformance with the RFP and Response. The applicable payment addresses are as stated in the Schedules.

4. <u>Term.</u> The obligations of the parties will be effective as of the Effective Date, but the "Initial Term" will begin 120 days after the Effective Date (to allow for installation of hardware and/or implementation of network connectivity) and will end on the date that is 60 months thereafter. Annually thereafter, if Customer elects to renew for an additional year, a Notice of Intent to Renew will be submitted no less than (60) sixty days before the Agreement expires. Notwithstanding anything to the contrary, the terms and conditions of this Agreement will continue to apply to each Schedule for so long as we continue to provide the Application to you after the expiration or earlier termination of this Agreement.

5. <u>Service Level Agreement and Limited Remedy</u>. We are committed to providing you with reliable, high quality Applications, and we offer certain assurances about the quality of our Applications (the "Service Level Agreement"). The Service Level Agreement for each Application is as set forth in the applicable Schedule. THE SERVICE LEVEL AGREEMENT SETS FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR FAILURE OR DEFECT OF AN APPLICATION. WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.

6. <u>Software License</u>. We grant you a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Applications (the "Software"). In connection therewith, Customer represents that (i) it will be responsible for distributing and assigning licenses to its end users, and (ii) it will monitor and ensure that its licensed end users comply with all Provider Use Terms and Conditions and as directed herein. The Software includes any upgrades, modifications, updates, and additions to existing features that we implement in our discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features. You are the license holder of any third-party software products we obtain on your behalf. You authorize us to provide or preinstall the third-party software. Your rights to use any third-party software product that we provide will be limited by the terms of the underlying license that we obtained for such product. The Software is to be used solely for your internal business purposes in connection with the Applications at the Facilities. You

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will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any future products that we did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. We are not liable with regard to any Software that you use in a prohibited manner.

7. <u>Ownership and Use</u>. The System, the Applications, and related records, data, and information (excepting recorded communications and, if applicable, e-mails, for which you retain ownership) will at all times remain our sole and exclusive property unless prohibited by law, in which event, we will have the unlimited right to use such records, data, and information for investigative and law enforcement purposes. During the term of this Agreement and for a reasonable period of time thereafter, we will provide you with reasonable access to the records. We (or our licensors, if any) have and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to our Applications, the System, and our other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Provider and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

8. <u>Legality/Limited License Agreement</u>. For services related to Applications which may allow you to monitor and record inmate or other administrative telephone calls, or transmit or receive inmate electronic messages ("e-mail"); by providing the Application, we make <u>no</u> representation or warranty as to the legality of recording or monitoring inmate or administrative telephone calls or transmitting or receiving inmate e-mail messages. Further, you retain custody and ownership of all recordings, and inmate e-mail messages; however you grant us a perpetual limited license to compile, store, and access recordings or inmate calls and access inmate e-mail messages for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate calls or e-mail messages with their attorneys or to recordings or e-mail messages protected from disclosure by other applicable privileges.

9. <u>Private Number Designation</u>. We will provide you with the ability to designate certain numbers (for example, attorney or clergy numbers) as "Private" within our Secure Call Platform. Calls to numbers designated as Private will not be recorded by us. Although we will maintain your Private list within our Secure Call Platform, <u>you acknowledge and agree that you will have the sole discretion, authority, and responsibility for designating numbers as Private, and that we have no discretion, authority, or responsibility for making such designations, unless done so at your instruction</u>. Further, to the fullest extent allowed by applicable law, you and/or your employees, agents, or Provider agree to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) arising out of the recording or monitoring of calls to numbers that should have been, but were not, designated by you as Private.

10. <u>Confidentiality and Non-Disclosure</u>. Subject to Florida's Public Record Laws, the System, Applications, and related call records and information (the "Confidential Information") will at all times remain confidential to Provider. You agree that you will not disclose such Confidential Information to any third party without our prior written consent. Because you will be able to access confidential information of third parties that is protected by certain federal and state privacy laws through the Software and Applications, you will only access the Software with computer systems that have effective firewall and anti-virus protection. Moreover, you acknowledge that the contents of this contract constitute proprietary trade secrets and represent that you have not disclosed the terms and conditions of this Agreement to anyone outside of your organization save your legal representative. You warrant that you will keep the terms and conditions of this Agreement confidential and, unless required by court order or statute, will not disclose such information without Provider's express written consent (except that you may disclose the contents of this Agreement to your attorney or tax advisor, if any, but only after informing those persons that they must keep confidential the information contained herein). Before complying with any such court order or statute, you agree to notify Provider so that it may assert any rights to non-disclosure that it may have under the applicable law.

11. <u>Claims</u>. To the fullest extent allowed by applicable law, each party by itself and/or its employees, agents, or Providers agrees to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) (collectively "Claims") arising out of (i) a breach of its own representations, warranties, and/or covenants contained herein, or (ii) negligence or misconduct, or (iii) actual intellectual property infringement.

Furthermore, the parties understand and agree that each one is subject to federal, state, and local laws and regulations, and each party bears the burden of its own compliance. Provider agrees to install and implement the Inmate Telephone System according to the law, State and Federal, the instruction it receives from Customer as to Customer's requirements under the law, and the Facility's demographics. To the extent permitted by Florida law and without waiving any statutory and constitutional Sovereign Immunity protections, Customer shall indemnify Provider for any and all Claims which Provider might suffer in connection with or as a result of the intentional or negligent acts arising out of or related to instruction Provider receives from Customer up to the limits set forth in Section 768.28, Florida Statutes. Nothing in this Agreement

shall be construed in any way to waive the sovereign immunity of Licensee as set forth in Section 768.28, Florida Statutes as it now exists or as it may be amended from time to time.

12. Insurance. We maintain comprehensive general liability insurance having limits of not less than $2,000,000.00 in the aggregate. You agree to provide us with reasonable and timely written notice of any claim, demand, or cause of action made or brought against you arising out of or related to the utilization of the Applications and the System in which the Provider is brought in as a co-defendant in the Claim. We have the right to defend any such claim, demand, or cause of action at our sole cost and expense and within our sole and exclusive discretion. The parties agree not to compromise or settle any claim or cause of action arising out of or related to the use of the Applications or System without the other party's prior written consent, and the parties agree to assist each other with defense of any such claim, demand, or cause of action.

13. Default and Termination. If either party defaults in the performance of any obligation under this Agreement, the non-defaulting party will give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, the non-defaulting party will have the right to terminate this Agreement upon 30 days' written notice and to pursue all other remedies available to the non-defaulting party, either at law or in equity. Notwithstanding the foregoing, the 30 day cure period will be extended to 90 days if the default is not reasonably susceptible to cure within such 30 day period, but only if the defaulting party has begun to cure the default during the 30 day period and diligently pursues the cure of such default. Notwithstanding the foregoing, if Customer breaches its obligations in the section entitled "Software License" or the section entitled "Confidentiality", Provider will have the right to terminate this Agreement immediately.

14. Limitation of Liability. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT, OUR AGGREGATE LIABILITY TO YOU RELATING TO OR ARISING OUT OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, WILL NOT EXCEED THE LIMIT OF ANY INSURANCE POLICY ACTUALLY PROVIDING COVERAGE FOR SUCH LIABILITY.

15. Uncontrollable Circumstance. If the Florida Public Service Commission or the Federal Communications Commission issues regulations that mandate lower calling or video visitation rates or fees, we reserve the right to renegotiate or terminate this agreement; however, we will not unreasonably exercise such right. Further, Customer acknowledges that Provider's provision of the services is subject to certain federal, state, or local regulatory requirements and restrictions that are subject to change from time-to-time and that nothing contained herein to the contrary will restrict Provider from taking any steps necessary to perform in compliance therewith.

16. Injunctive Relief. Both parties agree that a breach of any of the obligations set forth in the sections entitled "Software License," "Ownership and Use," and "Confidentiality" would irreparably damage and could create undue hardships for the other party. Therefore, the non-breaching party may be entitled to immediate court ordered injunctive relief to stop any apparent breach of such sections, such remedy being in addition to any other remedies available to such non-breaching party. However, the parties acknowledge that some information labeled "Confidential" could be subject to disclosure under Florida's Public Record Law and/or could be court ordered thus eliminating the party's ability to seek an injunction.

17. Force Majeure. Either party may be excused from performance under this Agreement to the extent that performance is prevented by any act of God, war, civil disturbance, terrorism, strikes, supply or market, failure of a third party's performance, failure, fluctuation or non-availability of electrical power, heat, light, air conditioning or telecommunications equipment, other equipment failure or similar event beyond its reasonable control; provided, however that the affected party will use reasonable efforts to remove such causes of non-performance.

18. Notices. Any notice or demand made by either party under the terms of this Agreement or under any statute will be in writing and will be given by personal delivery; registered or certified U.S. mail, postage prepaid; or commercial courier delivery service, to the address below the party's signature below, or to such other address as a party may designate by written notice in compliance with this section. Notices will be deemed delivered as follows: personal delivery – upon receipt; U.S. mail – 5 days after deposit; and courier – when delivered as shown by courier records.

19. No Third-party Beneficiary Rights. The parties do not intend to create in any other individual or entity the status of a third-party beneficiary, and this Agreement will not be construed so as to create such status. The rights, duties, and obligations contained herein will operate only between the parties and will inure solely to their benefit. The provisions of this Agreement are intended to assist only the parties in determining and performing their obligations hereunder, and the parties intend and expressly agree that they alone will have any legal or equitable right to seek to enforce this Agreement, to seek any remedy arising out of a party's performance or failure to perform any term or condition of this Agreement, or to bring an action for the breach of this Agreement.

20. Miscellaneous. This Agreement will be governed by and construed in accordance with the laws of the state where the Facility is located. No waiver by either party of any event of default under this Agreement will operate as a waiver of any subsequent default under the terms of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, the validity or enforceability of the other provisions will remain unaffected. This Agreement will be binding upon and inure to the benefit of Provider and Customer and their respective successors and permitted assigns with the exception of a newly elected Sheriff. If any part of this agreement along with the attached schedules conflicts with the attached and incorporated RFP and Response, the RFP and Response shall control and shall be binding upon the parties to

resolve the conflict. Neither party may assign this Agreement without the prior written consent of the other party. Each signatory to this Agreement warrants and represents that he or she has the unrestricted right and requisite authority to enter into and execute this Agreement, to bind his or her respective party, and to authorize the installation and operation of the System. Provider and Customer each will comply, at its own expense, with all applicable laws and regulations in the performance of their respective obligations under this Agreement and otherwise in their operations. Nothing in this Agreement will be deemed or construed by the parties or any other entity to create an agency, partnership, or joint venture between Customer and Provider. This Agreement cannot be modified orally and can be modified only by a written instrument signed by all parties. The parties' rights and obligations, which by their nature would extend beyond the termination, cancellation, or expiration of this Agreement, will survive such termination, cancellation, or expiration (including, without limitation, any payment obligations for services or equipment received before such termination, cancellation, or expiration). This Agreement may be executed in counterparts, each of which will be fully effective as an original, and all of which together will constitute one and the same instrument. Each party agrees that delivery of an executed copy of this Agreement by facsimile transmission or by PDF e-mail attachment will have the same force and effect as hand delivery with original signatures. Each party may use facsimile or PDF signatures as evidence of the execution and delivery of this Agreement to the same extent that original signatures can be used. This Agreement, the RFP, and Response, together with the exhibits and Schedules, constitutes the entire agreement of the parties regarding the subject matter set forth herein and supersedes any prior or contemporaneous oral or written agreements or guarantees regarding the subject matter set forth herein.

EXECUTED as of the Effective Date.

CUSTOMER:	PROVIDER:
Grady Judd, as Sheriff of Polk County, Florida	Securus Technologies, Inc.
By: *andrua mcDonald*	By: *[signature]*
Name: *Andria mcDonald*	Name: Robert Pickens
Title: *Executive Director*	Title: President
Date: *9|5|17*	Date: *9-21-17*
Customer's Notice Address:	Provider's Notice Address:
1891 Jim Keene Blvd. Winter Haven, Florida 33830	4000 International Parkway Carrollton, Texas 75007 Attention: General Counsel Phone: (972) 277-0300
	Provider's Payment Address:
	4000 International Parkway Carrollton, Texas 75007 Attention: Accounts Receivable

Please return signed contract to:

4000 International Parkway
Carrollton, Texas 75007
Attention: Contracts Administrator
Phone: (972) 277-0300

This Schedule is between Securus Technologies, Inc. ("we" or "Provider"), and Grady Judd as Sheriff of Polk County, Florida ("you" or "Customer") and is part of and governed by the Master Services Agreement (the "Agreement") executed by the parties. The terms and conditions of the Agreement are incorporated herein by reference. This Schedule will be coterminous with the Agreement ("Schedule Effective Date").

A. <u>Applications</u>. We will provide the following Applications:

CALL MANAGEMENT SYSTEM

<u>DESCRIPTION</u>:

<u>Secure Call Platform:</u> Secure Call Platform ("SCP") provides through its centralized system automatic placement of calls by inmates without the need for conventional live operator services. In addition, SCP has the ability to do the following: (a) monitor and record inmate calls, (b) prevent monitoring and recording of private calls (i.e., attorney client calls, clergy calls, or other calls as approved and implemented by you); private number settings allow you to mark these calls not to be monitored or recorded, and you are solely responsible for identifying, approving and disabling requests for private treatment, (c) maintain call detail records in accordance with our standard practices, (d) automatically shut the System on or off, and (e) allow free calls to the extent required by applicable law. We will be responsible for all billing and collections of inmate calling charges but may contract with third parties to perform such functions. SCP will be provided at the Facilities specified in the chart below.

SCP provides the ability to store call recordings in secure, redundant environment. We will storage call recordings in conformance with the terms of the RFP and Response, after which they will be permanently deleted. SCP also provides you with the ability to download and store call recordings. <u>You are solely responsible for preserving any call recordings beyond the storage period by downloading them to a separate storage medium</u>.

<u>INVOICING AND COMPENSATION</u>:

<u>Collect and Inmate Debit Calls</u>. We will pay you commission (the "Commission") based on the Gross Revenues that we earn through the completion of collect calls, excluding interstate calls, placed from the Facilities. "Gross Revenues" means all gross billed revenues relating to completed collect calls generated by and through the Inmate Telecommunications System. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to the Provider. We will remit the Commission for a calendar month to you on or before the 30th day after the end of the calendar month in which the calls were made (the "Payment Date"). All Commission payments will be final and binding upon you unless we receive written objection within 60 days after the Payment Date. Your payment address is as set forth in the chart below. <u>You will notify us in writing at least 60 days before a Payment Date of any change in your payment address.</u>

<u>Advanced Commissions</u>. Shall be paid in conformance with the attached and incorporated RFP and Response on the first day of the month following the installation of the System. If this Agreement is terminated for any reason, the Customer will, within 15 days of the termination date, refund any unearned portion of the Prepaid Commission.

<u>Minimum Annual Guarantee</u>. Shall be paid in conformance with the attached and incorporated RFP and Response.

CENTRALIZED NET CENTRIC, VOIP, DIGITAL TRANSMITTED CALL MANAGEMENT SYSTEM

<u>DESCRIPTION</u>:

<u>Secure Calling Platform User Interface</u>. We will provide you with the Software regarding the Secure Calling Platform Interface ("S-Gate User Interface") which may be used only on computers and other equipment that meets or exceeds the specifications <u>in the chart below</u>, which we may amend from time to time ("Compatible Equipment"). Customer represents that (i) it will be responsible for distributing and assigning licenses to its end users; (ii) it will use the SCP User Interface for lawful purposes and will not transmit, retransmit, or store material in violation of any federal or state laws or regulation; and (iii) it will monitor and ensure that its licensed end users comply with all Provider Use Terms and Conditions and as directed herein.

WORKSTATION REQUIREMENTS

Processor	2 gigahertz (GHz) or higher processor
Operating System	Windows XP*, Windows Vista, Windows 7
Browser	Internet Explorer 8, 9 or 10 (newer versions are not supported)
Memory	At least 1 gigabyte (GB) of RAM (2GB recommended) - use of Windows 7 may require additional memory
Drive	CD-RW or DVD-RW drive
Display	Super VGA (1,024 x 768) or higher resolution video adapter
Peripherals	Keyboard and Microsoft Mouse or compatible pointing device
Internet	High speed internet access (dial up is not supported)
Installed Software	Microsoft Silverlight 4.0 or newer, Microsoft .NET Framework 4, Adobe Reader 9.5 or newer, Microsoft Office Excel Viewer, Quick Time 7 or newer, Windows Media Player, Antivirus, WinZip or other zip utility

XP Media center edition not supported

SERVICE LEVEL AGREEMENT

We agree to repair and maintain the System in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor. All such maintenance will be conducted in accordance with the service levels in Items 1 through 10 below. All such maintenance will be provided at our sole cost and expense unless necessitated by any misuse of, or destruction, damage, or vandalism to any premises equipment by you (not inmates at the Facilities), in which case, we will recoup the cost of such repair and maintenance by direct invoicing, at our option. You agree to promptly notify us in writing after discovering any misuse of or destruction, damage, or vandalism to the equipment. If any portion of the System is interfaced with other devices or software owned or used by you or a third party, we will have no obligation to repair or maintain such other devices or software. This SERVICE LEVEL AGREEMENT does not apply to any provided *Open*workstation(s) (see below). For the services contemplated hereunder, we may provide, based upon the Facility's requirements, two types of workstations (personal computer/desktop/laptop/terminal): The "*Open*workstation" is an open non-secured workstation which permits administrative user rights for Facility personnel and allows the Facility to add additional third-party software. Ownership of the *Open*workstation is transferred to the Facility along with a three-year product support plan with the hardware provider. We have no obligation to provide any technical and field support services for an *Open*workstation. CUSTOMER IS SOLELY RESPONSIBLE FOR THE MAINTENANCE OF ANY *OPEN*WORKSTATION(S)."

1. Outage Report; Technical Support. If either of the following occurs: (a) you experience a System outage or malfunction or (b) the System requires maintenance (each a "System Event"), then you will promptly report the System Event to our Onsite Administrator who will try to resolve the issue prior to contacting the Technical Support Department ("Technical Support"). You may contact Technical Support 24 hours a day, seven days a week (except in the event of planned or emergency outages) by telephone at 866-558-2323, by email at TechnicalSupport@securustech.net, or by facsimile at 800-368-3168. We will provide you commercially reasonable notice, when practical, before any Technical Support outage.

2. Priority Classifications. Upon receipt of your report of a System Event, Technical Support will classify the System Event as one of the following three priority levels:

"Priority 1"	30% or more of the functionality of the System is adversely affected by the System Event.
"Priority 2"	5% - 29% of the functionality of the System is adversely affected by the System Event.
"Priority 3"	Less than 5% of the functionality of the System is adversely affected by the System Event. Single and multiple phones related issues.

3. Response Times. After receipt of notice of the System Event, we will respond to the System Event within the following time periods:

Priority 1	2 hours
Priority 2	24 hours
Priority 3	72 hours

4. Response Process. In the event of a System Event, where the equipment is located on Customer premises, Technical Support will either initiate remote diagnosis and correction of the System Event or dispatch a field technician to the Facility (in which case the applicable regional dispatcher will contact you with the technician's estimated time of arrival), as necessary. In the event a System Event occurs in the centralized SCP system, technical support will initiate remote diagnosis and correction of the System Event.

5. <u>Performance of Service</u>. All of our repair and maintenance of the System will be done in a good and workmanlike manner at no cost to you except as may be otherwise set forth in the Agreement. Any requested modification or upgrade to the System that is agreed upon by you and us may be subject to a charge as set forth in the Agreement and will be implemented within the time period agreed by the parties.

6. <u>Escalation Contacts</u>. Your account will be monitored by the applicable Territory Manager and Regional Service Manager. In addition, you may use the following escalation list if our response time exceeds 36 hours: first to the Technical Support Manager or Regional Service Manager, as applicable, then to the Director of Field Services, then to the Executive Director, Service.

7. <u>Notice of Resolution</u>. After receiving internal notification that a Priority 1 System Event has been resolved, a technician will contact you to confirm resolution. For a Priority 2 or 3 System Event, a member of our customer satisfaction team will confirm resolution.

8. <u>Monitoring</u>. We will monitor our back office and validation systems 24 hours a day, seven days a week.

9. <u>Required IGR</u>. You are responsible for providing a dedicated isolated grounded receptacle ("IGR") for use in connection with the primary System. Upon request we will provide you with the specifications for the IGR. If you are unable to or do not provide the IGR, we will provide the IGR on a time and materials basis at the installer's then-current billing rates, provided that we are not responsible for any delay caused by your failure to provide the IGR.

10. <u>End-User Billing Services and Customer Care</u>. Our Securus Correctional Billing Services department will maintain dedicated customer service representatives to handle end-user issues such as call blocking or unblocking and setting up end-user payment accounts. The customer service representatives will be available 24 hours a day, 7 days a week by telephone at 800-844-6591, via chat by visiting our website www.securustech.net, and by facsimile at 972-277-0714. In addition, we will maintain an automated inquiry system on a toll-free customer service phone line that will be available to end-users 24 hours a day, 7 days a week to provide basic information and handle most routine activities. We will also accept payments from end-users by credit card, check, and cash deposit (such as by money order, MoneyGram or Western Union transfer).

THREADS™

<u>DESCRIPTION</u>:

The THREADS™ application allows authorized law enforcement users to analyze corrections and communications data from multiple sources to generate targeted investigative leads. THREADS™ has three main components: data analysis, data review, and data import. In addition, THREADS™ offers an optional "community" feature, which allows member correctional facilities to access and analyze corrections communications data from other correctional facilities within the community and data imported by other community members. Customer's use of THREADS™ is governed by and conditioned upon the terms set forth herein.

<u>COMPENSATION</u>:

We will provide THREADS™ at no cost to you.

<u>COMMUNITY FEATURE</u>:

Customer has elected to opt in to the community feature. The community feature allows authorized users access to analyze communications data generated from other corrections facilities within the community, as well as any data imported or added by other authorized community members. Customer acknowledges and understands that data from its facility or facilities will be made available to the community for analysis and review.

<u>THREADS™ TERMS OF USE</u>:

1. Customer will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to Customer's access to and use of information obtained in connection with or through the THREADS™ application. Customer acknowledges and understands that the Customer is solely responsible for its compliance with such laws and that Provider makes <u>no</u> representation or warranty as to the legality of the use of the THREADS™ application or the information obtained in connection therewith. Provider will have no obligation, responsibility, or liability for Customer's compliance with any and all laws, regulations, policies, rules or other requirements applicable to Customer by virtue of its use of the THREADS™ application.

2. Customer acknowledges that the information available through the THREADS™ application includes personally identifiable information and that it is Customer's obligation to keep all such accessed information secure. Accordingly, Customer will (a) restrict access to THREADS™ to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the THREADS™ application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable

efforts to monitor and prevent against unauthorized access to or use of the THREADS™ application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Provider promptly of any such unauthorized access or use that Customer discovers or otherwise becomes aware of; and (f) unless required by law, purge all information obtained through the THREADS™ application and stored electronically or on hard copy by Customer within ninety (90) days of initial receipt or upon expiration of retention period required by law.

3.   Customer understands and acknowledges that all information used and obtained in connection with the THREADS™ application is **"AS IS."** Customer further understands and acknowledges that THREADS™ uses data from third-party sources, which may or may not be thorough and/or accurate, and that Customer will not rely on Provider for the accuracy or completeness of information obtained through the THREADS™ application. Customer understands and acknowledges that Customer may be restricted from accessing certain aspects of the THREADS™ application which may be otherwise available. Provider reserves the right to modify, enhance, or discontinue any of the features that are currently part of the THREADS™ application. Moreover, if Provider determines in its sole discretion that the THREADS™ application and/or Customer's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) is reasonably likely to be so determined, Provider may, upon written notice, immediately terminate Customer's access to the THREADS™ application and will have no further liability or responsibility to Customer with respect thereto.

4.   Provider will have no liability to Customer (or to any person to whom Customer may have provided data from the THREADS™ application) for any loss or injury arising out of or in connection with the THREADS application or Customer's use thereof. If, notwithstanding the foregoing, liability can be imposed on Provider, Customer agrees that Provider's aggregate liability for any and all losses or injuries arising out of any act or omission of Provider in connection with the THREADS™ application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, will never exceed $100.00. Customer covenants and promises that it will not seek to recover from Provider an amount greater than such sum even if Customer was advised of the possibility of such damages. PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE THREADS™ APPLICATION.   PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE THREADS™ APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT WILL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE THREADS™ APPLICATION OR THE UNAVAILABILITY THEREOF.

5. To the extent permitted by Florida law and without waiving any statutory and constitutional Sovereign Immunity protections, Customer shall indemnify Provider for any and all damages, judgments, claims, costs, expenses, including reasonable attorneys' fees, which Provider might suffer in connection with or as a result of the intentional or negligent acts of the employees or appointees of Customer from or in any way related to Customer's use of the THREADS™ application or information obtained in connection therewith up to the limits set forth in Section 768.28, Florida Statutes. Nothing in this Agreement shall be construed In any way to waive the sovereign immunity of Licensee as set forth In Section 768.28, Florida Statutes as it now exists or as it may be amended from time to time.

LOCATION BASED SERVICES

DESCRIPTION:

Securus' Location Based Services ("LBS") provides Customer with a mobile device user's approximate geographical location ("Mobile Location Data" or "MLD") by way of (i) information derived from calls placed on a Securus device by an inmate confined at a Customer Facility and received by such mobile device user, or (ii) mobile device user information (such as mobile device number) provided to Securus by Customer. When a mobile device user's prior approval is required by law for MLD to be provided to Customer, such approval will be obtained in accordance with wireless carrier-approved disclosure and opt-in processes. LBS will capture approximate latitude and longitude coordinates of a mobile device user at the times at which the called party accepts the call, and when the call ends. LBS will display geographical information on a map and will combine covert alert functionality with approximate geographical coordinates when calls are accepted by the called party or end, and operate on demand in (near) real time. Customer's use of LBS is governed by and conditioned upon the terms set forth herein.

COMPENSATION:

We will provide LBS at no cost to you.

LBS TERMS OF USE:

1.   Customer will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to Customer's access to and use of information obtained in connection with or through the Location-Based Services application. Customer acknowledges and understands that the Customer is solely responsible for its compliance with such laws and that Provider makes <u>no</u> representation or warranty as to the legality of the use by Customer of the Location-Based Services application or the information obtained In connection therewith. Provider will have no obligation, responsibility, or liability for Customer's compliance with any and all laws, regulations, policies, rules or other requirements applicable to Customer by virtue of its use of the Location-Based Services application.

2. Customer acknowledges that the information available through the Location-Based Services application includes personally identifiable Information and that it is Customer's obligation to keep all such accessed information secure. Accordingly, Customer will (a) restrict access to Location-Based Services to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the Location-Based Services application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable efforts to monitor and prevent against unauthorized access to or use of the Location-Based Services application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Provider promptly of any such unauthorized access or use that Customer discovers or otherwise becomes aware of; and (f) unless required by law, purge all information obtained through the Location-Based Services application and stored electronically or on hard copy by Customer within ninety (90) days of Initial receipt or upon expiration of retention period required by law.

3. Customer understands and acknowledges that all information used and obtained in connection with the Location-Based Services application is **"AS IS."** Customer further understands and acknowledges that Location-Based Services uses data from third-party sources, which may or may not be thorough and/or accurate, and that Customer will not rely on Provider for the accuracy or completeness of information obtained through the Location-Based Services application. Customer understands and acknowledges that Customer may be restricted from accessing certain aspects of the Location-Based Services application which may be otherwise available. Provider reserves the right to modify, enhance, or discontinue any of the features that are currently part of the Location-Based Services application. Moreover, if Provider determines in its sole discretion that the Location-Based Services application and/or Customer's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) Is reasonably likely to be so determined, Provider may, upon written notice, immediately terminate Customer's access to the Location-Based Services application and will have no further liability or responsibility to Customer with respect thereto.

4. Provider will have no liability to Customer (or to any person to whom Customer may have provided data from the Location-Based Services application) for any loss or Injury arising out of or in connection with the Location-Based Services application or Customer's use thereof. If, notwithstanding the foregoing, liability can be imposed on Provider, Customer agrees that Provider's aggregate liability for any and all losses or injuries arising out of any act or omission of Provider in connection with the Location-Based Services application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, will never exceed $100.00. Customer covenants and promises that it will not seek to recover from Provider an amount greater than such sum even if Customer was advised of the possibility of such damages. PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE LOCATION-BASED SERVICES APPLICATION. PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE LOCATION-BASED SERVICES APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT WILL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE LOCATION-BASED SERVICES APPLICATION OR THE UNAVAILABILITY THEREOF.

5. To the extent permitted by Florida law and without waiving any statutory and constitutional Sovereign Immunity protections, Customer shall indemnify Provider for any and all damages, judgments, claims, costs, expenses, including reasonable attorneys' fees, which Provider might suffer in connection with or as a result of the Intentional or negligent acts of the employees or appointees of Customer use of the Location-Based Services application or Information obtained in connection therewith up to the limits set forth in Section 768.28, Florida Statutes. Nothing in this Agreement shall be construed In any way to waive the sovereign immunity of Licensee as set forth in Section 768.28, Florida Statutes as it now exists or as it may be amended from time to time.

INVESTIGATOR PRO™

DESCRIPTION:

Investigator Pro™ is a telephone safety, security, and investigative feature of SCP. Investigator Pro™ uses continuous voice identification technology to determine what Inmate(s) are speaking on the call, detect certain three-way call violations, and help investigators find correlations between calls that might otherwise go undetected. Inmates must participate in a supervised voice print enrollment process. This inmate voice print enrollment process will be the responsibility of Customer.

COMPENSATION:

We will provide Investigator Pro™ at no cost to you.

ICER™

DESCRIPTION:

The ICER™ system provides authorized users the means to detect intra- and inter-Facility inmate-to-inmate communications from multiple sources to generate targeted investigative leads.

AUTOMATED INFORMATION SERVICES

DESCRIPTION:

Provider will provide the Automated Information Services (AIS™) as described herein. The AIS™ application is designed to automate internal inquiries from detainees and outside calls from friends and family members on one single platform, as well as allow inmates' friends and families the ability to open or fund a pre-paid telephone account, an inmate phone account, an inmate trust account or leave a voicemail. The application is accessed through a telephone IVR system. Once Facility staff has uploaded all required information, the system is able to automate information such as Commissary Balances (pending MIS system data flow); Charge Information; Court Appearance Dates, Times, Locations; Bond Amounts, Types; Projected Release Dates; and Visitation Eligibility, Times.

Automated Information Services is configurable to meet the specific needs of Customer's Facility. The standard option includes automation of inmate and Facility information to constituents who call Customer's existing main telephone number and to inmates at Customer's Facility. The following are options available for AIS.

- ✓ Automation of inmate and Facility information to constituents (standard)
- ✓ Automation of inmate and Facility information to inmates (Securus ITS Customers only))
- ✓ Ability to open or fund a Securus pre-paid telephone account
- ✓ Ability to leave a voice mail

The application provides all information automatically without staff intervention 24/7.

The AIS™ Jail Voicemail feature is a one-way communication product that allows friends and family members calling a facility to leave a 45-second voicemail for an inmate providing a quick way for friends and family to initiate communication or deliver timely information to an inmate prior to a scheduled phone call or visitation. Friends and family will pay up to a $1.99 usage fee for each voicemail they leave, 20% of which Provider will pay to Customer each month. AIS™ Jail Voicemail is not subject to any other compensation.

COMPENSATION:

Provider agrees to provide AIS™ to Customer at no charge, provided that Customer agrees to allow Provider to implement any of the options requested by the Customer (Family & Friend Automation; Inmate Automation; AdvanceConnect phone funding; Inmate Debit (only if requested); Commissary Trust Funding (only if requested); and Jail Voicemail) and to allow Provider to expand the AIS™ services offering at any time during the Term of the Agreement upon 30 days advance written notice to include additional constituent notification services provided through the AIS™ application.

VIDEO VISITATION

In addition to the installation, maintenance and services of telecommunications equipment at the Facility(s) pursuant to this Agreement, Provider will deploy a Video Visitation System at the Facility(s) during the Term of the Agreement as more fully set forth in Video Visitation Schedule, attached hereto and incorporated herein by reference.

CONNECTUS INMATE SERVICE PLATFORM

Provider will install and provision the Provider's ConnectUs Inmate Service Platform, which will be configured with the applications set forth in the Schedule for ConnectUs Inmate Service Platform, attached hereto and incorporated herein by reference.

CALLING RATES

Provider will charge rates that are in compliance with state and federal regulatory requirements. International rates, if applicable, will vary by country.

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Exhibit A: Customer Statement of Work

This Customer Statement of Work is made part hereto and governed by the Master Services Agreement (the "Agreement") executed between Securus Technologies, Inc. ("we" or "Provider"), and Grady Judd as Sheriff of Polk County, Florida ("you" or "Customer"). The terms and conditions of said Agreement are incorporated herein by reference. This Customer Statement of Work will be coterminous with the Agreement.

A. Applications. The parties agree that the Applications listed in the Service Schedule or below will be provided and in accordance with the Service Level Agreements as described in the applicable section of the Service Schedule to the Agreement.

B. Equipment. We will provide the equipment/Applications in connection with the SCP services needed to support the required number and type of phones and other components (including 3-Metrasens Cell Phone Detection Units), a site administrator, and storage for the time period specified in the RFP and Response. Additional equipment or applications will be installed only upon mutual agreement by the parties, and may incur additional charges.

EXECUTED as of the Schedule Effective Date.

CUSTOMER:	PROVIDER:
Grady Judd as Sheriff of Polk County, Florida	Securus Technologies, Inc.
By: _andria mcdonald_	By: _signature_
Name: _Andria McDonald_	Name: Robert Pickens
Title: _Executive Director_	Title: President

Please return signed contract to:

4000 International Parkway
Carrollton, Texas 75007
Attention: Contracts Administrator
Phone: (972) 277-0300

This Securus Video Visitation Schedule is made part of and governed by the Master Services Agreement (the "Agreement") executed between Securus Technologies, Inc. ("we" or "Provider" or "Securus") and Grady Judd as Sheriff of Polk County, Florida ("you" or "Customer"). The terms and conditions of the Agreement are incorporated herein by reference. This Schedule will be coterminous with the Agreement ("Schedule Effective Date").

In addition to the Applications otherwise being provided to Customer pursuant to the Agreement, Provider will deploy a Video Visitation System as specified in Attachment 1 at the Facility(s) during the Term of the Agreement.

<u>TERMS</u>:

Provider will charge Securus Video Visitation session charges that are in compliance with state and federal regulatory requirements, and Provide may impose time limitations on Video Visitation sessions at its discretion; provided, however, that Provider reserves the right, at its sole option, to (i) offer promotional pricing, (ii) offer monthly flat rate subscription services, which would allow for unlimited monthly remote visits (certain restrictions may apply), and (iii) to extend the duration of visitation sessions. If Customer wishes to offer free sessions for any reason other than as allowed pursuant to the Agreement, a session charge equal to the then-current session rate, plus applicable taxes/fees/surcharges, will apply and will be invoiced to Customer. As used herein, "remote" Video Visitation sessions will mean sessions where the inmate's visitor is visiting from a location not on Customer's premises. "On-site" Video Visitation sessions will mean sessions where the inmate's visitor is visiting from a terminal located on Customer's premises.

Customer will allow Provider to market and promote the use of the Video Visitation System to the inmates, in-person visitors, phone call participants and potential friends and family end users of the System by allowing Provider to (a) distribute Securus' promotional literature in the Facility's visitation lobby; (b) unless otherwise prohibited by Customer's telephone service contract, add a recording to the IVR phone system promoting Securus Video Visitation Services to phone call participants; and (c) issue a press release regarding the execution of this agreement by both parties. All Video Visitation sessions must be scheduled online by the visitor by accessing Provider's website at www.securustech.net.

Further, it is Customer's sole responsibility to (i) establish and communicate its policies regarding the monitoring and/or recording of private visits (i.e., attorney/client visits, clergy visits or other visits approved and implemented by Customer), and (ii) provide for appropriate accommodations to allow for non-recorded visits, as necessary.

<u>COMPENSATION</u>: (Paid Remote Video Visitation Only) Shall be paid in conformance with the attached and incorporated RFP and Response.

<u>WARRANTY</u>: Provider warrants that the services it provides as contemplated in and by this Schedule will be performed in a good and workmanlike manner consistent with industry standards and practices. Provider further warrants that its agent(s) and/or employee(s) utilized by it in the performance of its obligations under this Schedule will be qualified to perform the contracted services. Should any errors or omissions arise in the rendering of the services under this Schedule, Provider will undertake to correct such errors or omissions within a reasonable time period. If Customer purchases from Provider any hardware components in connection with the services hereunder ("Hardware Components"), Provider warrants such components to be free from material defects under normal use, maintenance and service for a period of 12 months from the date of installation of the Hardware Components. This warranty will be conditional on Customer's compliance with the provisions of this Warranty section.

Provider makes no warranty with respect to low performance, damages or defects in any Hardware Component caused by misuse, misapplication, neglect or accident, nor does Company make any warranty as to any Hardware Component that has been repaired or altered in any way, which, in the sole judgment of Provider affects the performance or purpose for which the Hardware Component was manufactured.

When applicable, Provider will provide the required replacement parts and components free of charge.

THE WARRANTY OBLIGATIONS OF PROVIDER WITH RESPECT TO THE HARDWARE COMPONENTS ARE STRICTLY LIMITED TO THE REPLACEMENT OF ANY DEFECTIVE HARDWARE COMPONENT.

EXCEPT AS EXPRESSLY SET FORTH HEREIN OR IN A SCHEDULE TO THE AGREEMENT, THE SERVICES AND ANY HARDWARE COMPONENT TO BE PROVIDED HEREUNDER ARE PROVIDED WITHOUT ANY OTHER WARRANTY OR GUARANTY OF ANY KIND AND PROVIDER DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

OWNERSHIP AND USE. The Video Visitation System and Software will at all times remain Provider's sole and exclusive property. Provider (or Provider's licensors, if any) have and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to Provider's Applications, the Video Visitation System, and Provider's other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Provider and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

LEGALITY/LIMITED LICENSE AGREEMENT: For services related to applications which may allow Customer to monitor and record inmate visitation sessions, by providing the application, Provider makes no representation or warranty as to the legality of recording or monitoring such sessions. Customer may utilize settings to disable the monitoring and recording function to prevent monitoring and recording of private sessions (i.e., attorney client privileged communications, clergy visits, etc.) which will be Customer's sole responsibility to identify, approve and disable. Further, Customer retains custody and ownership of all recordings; however Customer grants Provider a perpetual limited license to compile, store, and access recordings for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate visitation sessions with their attorneys or to recordings protected from disclosure by other applicable privileges.

VIDEO AND AUDIO RETENTION: Video and audio shall be stored online for immediate access for 12 months and archived for the life of the contract.

IN WITNESS WHEREOF, the parties have caused this Video Visitation Schedule to be executed as of the Schedule Effective Date by their duly authorized representatives.

CUSTOMER:	PROVIDER:
Grady Judd as Sheriff of Polk County, Florida	Securus Technologies, Inc.
By: _Andrea McDonald_	By: _Art Fee_
Name: _Andria McDonald_	Name: Robert Pickens
Title: _Executive Director_	Title: President

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Schedule: ConnectUs Inmate Service Platform
Polk County Sheriff's Office

This Schedule is between Securus Technologies, Inc. ("Provider"), and Grady Judd as Sheriff of Polk County, Florida ("Customer") and is part of and governed by the Master Services Agreement (the "Agreement") between the parties. The terms and conditions of the Agreement are incorporated herein by reference. This Schedule will be coterminous with the Agreement ("Schedule Effective Date").

CONNECTUS INMATE SERVICE PLATFORM

DESCRIPTION:

ConnectUs Inmate Service Platform. ConnectUs is a secure, comprehensive inmate communications and services platform that allows for the consolidation of assorted inmate activities in a single, unified interface with a customized mix of applications ("Applications"). ConnectUs allows inmates to use multiple Applications at the same time and automatically prioritizes scheduled communications events to take precedence over non-scheduled events.

GENERAL TERMS AND CONDITIONS:

1. **PROVISION OF SERVICE**

   Provider will make the following Services available to Customer through its ConnectUs Inmate Service Platform (collectively, the "Service") at the Facility(s) during the Term of the Agreement, subject to the terms of the Agreement, this Schedule and each mutually acceptable written ordering document for the Service executed by both Customer and Provider (each, a "Sales Order Form"): (a) the services ordered by Customer as specified in the Sales Order Form attached hereto as Attachment 1 and incorporated herein by this reference; and (b) any additional services ordered pursuant to a mutually acceptable amendment to the Agreement executed by both Customer and Provider. Payment for the Services shall be as described in Section 3.1, below.

2. **GRANT OF RIGHTS; OWNERSHIP OF PROPERTY; USE AND RESTRICTIONS**

2.1 **Grant of Rights.** Subject to the terms of the Agreement and this Schedule: (a) Provider hereby grants Customer a non-exclusive, non-transferable right during the Term of the Agreement to access and use the Service solely for Customer's internal business purposes as contemplated herein, and (b) Customer hereby grants Provider a non-exclusive, non-transferable right to use the electronic data specifically pertaining to Customer and/or its users that is submitted into the Service (collectively, "Customer Data") as necessary for the limited purpose of performing the Service.

2.2 **Ownership.** Provider and its licensors and suppliers own and retain all right, title, and interest in and to the following (collectively, "Provider Property"): (a) the Service and all other software, hardware, technology, documentation, and information provided by Provider in connection with the Service; (b) all ideas, know-how, and techniques that may be developed, conceived, or invented by Provider during its performance under the Agreement; and (c) all worldwide patent, copyright, trade secret, trademark and other intellectual property rights in and to the property described in clauses (a) and (b) above. Except as otherwise expressly authorized herein or by Provider in writing, the non-exclusive use rights set forth in the Agreement are the entirety of Customer's rights in connection with the Provider Property. Customer owns and retains all right, title, and interest in and to the Customer Data and all intellectual property rights therein. Except as otherwise expressly authorized herein or by Customer in writing, the non-exclusive use rights set forth in the Agreement are the entirety of Provider's rights in connection with the Customer Data.

2.3 **Use and Restrictions.**

(a) Except as expressly permitted under the Agreement or this Schedule, Customer will not directly or indirectly do any of the following: (i) access, use, sell, distribute, sublicense, or commercially exploit any Provider Property or any rights under the Agreement, including without limitation any access or use of any Provider Property; (ii) knowingly introduce any infringing, obscene, libelous, or otherwise unlawful data or material into the Service; (iii) copy, modify, or prepare derivative works based on Provider Property; (iv) reverse engineer, decompile, disassemble, or attempt to derive source code from any Provider Property; or (v) remove, obscure, or alter any intellectual property right or confidentiality notices or legends appearing in or on any aspect of any Provider Property.

(b) At Provider's sole and reasonable discretion, certain of the selected Applications will be made available only during times which would not otherwise interfere with the use of Provider's revenue generating Applications and services.

(c) Applications ordered by Customer may be disabled by Customer at any time during the Term of the Agreement upon written notice to Provider by an authorized representative of Customer.

(d) Provider may deny the publication of certain documents, videos or forms in connection with the Service, if in Provider's sole and reasonable discretion, such materials are in conflict with the provision of Provider's Service hereunder.

(e) Customer will allow Provider to display videos, documents and digital messages to inmates through ConnectUs to promote Provider's new and existing services, products and features.

(f) Provider is not responsible and hereby disclaims any liability for any and all content of the third party Applications and any documents, videos or forms published by Customer or from outside sources.

3. **FEES AND PAYMENT TERMS**

3.1 Shall be paid in conformance with the attached and incorporated RFP and Response.

4. **WARRANTIES AND LIMITATIONS**

4.1 **Service Warranties.**

(a) Provider warrants that the services it provides as contemplated in and by this Schedule will be performed in a good and workmanlike manner consistent with industry standards and practices. Provider further warrants that its agent(s) and/or employee(s) utilized by it in the performance of its obligations under this Schedule will be qualified to perform the contracted services. Should any errors or omissions arise in the rendering of the services under this Schedule, Provider will undertake to correct such errors or omissions within a reasonable time period. If Customer purchases from Provider any hardware components in connection with the services hereunder ("Hardware Components"), Provider warrants such components to be free from material defects under normal use, maintenance and service for a period of twelve (12) months from the date of installation of the Hardware Components.

(b) Provider makes no warranty with respect to low performance, damages or defects in any Hardware Component caused by misuse, misapplication, neglect or accident, nor does Provider make any warranty as to any Hardware Component that has been repaired or altered in any way, which, in the sole judgment of Provider affects the performance or purpose for which the Hardware Component was manufactured.

4.2 **Limitation of Warranty.**

(a) THE WARRANTY OBLIGATIONS OF PROVIDER WITH RESPECT TO THE HARDWARE COMPONENTS ARE STRICTLY LIMITED TO THE REPLACEMENT OF ANY DEFECTIVE HARDWARE COMPONENT. IN NO EVENT AND UNDER NO CIRCUMSTANCES WILL THE LIABILITY OF PROVIDER EXCEED THE UNIT PRICE PAID BY CUSTOMER FOR ANY DEFECTIVE HARDWARE COMPONENT OR PART THEREOF.

(b) EXCEPT AS EXPRESSLY SET FORTH HEREIN OR IN A SCHEDULE TO THE AGREEMENT, THE SERVICES AND ANY HARDWARE COMPONENT TO BE PROVIDED HEREUNDER ARE PROVIDED WITHOUT ANY OTHER WARRANTY OR GUARANTY OF ANY KIND AND PROVIDER DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

4.3 **Professional Responsibility.** As between Customer and Provider, Customer assumes full responsibility for the use of information provided through the Application(s) for patient care. Clinical information, if any, in the Applications is intended as a supplement to, and not a substitute for, the knowledge, expertise, and judgment of professional personnel. Customer acknowledges that the professional duty to the patient in providing healthcare services lies solely with the healthcare professional providing patient care services. Provider disclaims liability for the use of any information provided by, or results obtained from, the Applications used by professional personnel. Provider, its affiliates and licensors, are not liable for actions of Customer or its authorized users, which may result in any liability due to malpractice or failure to warn. Provider provides no medical or other professional advice in connection with the Applications and the information contained therein. The parties acknowledge that a licensed professional is responsible for independently reaching any medical or other professional judgment and for any resulting diagnosis and treatments, notwithstanding any use of the Applications by such professional.

EXECUTED as of the Schedule Effective Date.

CUSTOMER:	PROVIDER:
Grady Judd as Sheriff of Polk County, Florida	Securus Technologies, Inc.
By: _Andrea McDonald_	By: _[signature]_
Name: _Andria McDonald_	Name: Robert Pickens
Title: _Executive Director_	Title: President

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SALES ORDER FORM SERVICE DESCRIPTIONS

APPLICATIONS

Through ConnectUs, Provider offers the following Applications. (The Applications specifically ordered by Customer are reflected on the Price Page, which follows.)

Video Visitation Application

The ConnectUs Video Visitation Application provides video face-to-face visits between inmates and the inmates' friends and family members and also allows the inmate to view upcoming scheduled visits using the ConnectUs touch screen. This Application requires an executed agreement between Provider and Customer for Provider's Securus Video Visitation.

Phone Call Application

The ConnectUs Phone Call Application allows inmates to place calls, which go through Provider's centralized Secure Call Platform ("SCP") simply by pressing the Phone Call icon on the touch screen of ConnectUs. This Application requires an executed agreement between Provider and Customer for Provider's SCP Call Platform.

Inmate Forms (Grievance) Application

The Inmate Forms (Grievance) Application facilitates the systematic receipt, routing and categorization of grievance situations and offers a tracking system that improves response times and metrics useful in assessments and resource allocations. Provider will retain and provide Customer access to the data for the term of the Agreement.

Third Party Vendor Commissary Application

The ConnectUs Third Party Vendor Commissary Application provides an automated means for inmates to order commissary goods through Customer's third-party commissary provider.

Website Education Application (URL)

The ConnectUs Website Education Application makes Customer-approved third party educational websites available to inmates.

Inmate Videos Application (.MP4)

The ConnectUs Inmate Videos Application enhances communications with inmates by allowing multiple Customer-approved videos.

Inmate Handbook Application (.PDF)

The ConnectUs Inmate Handbook Application publishes common PDF documents to inmates (e.g., the Inmate Handbook) for up-to-date access to Customer information.

Emergency Visitation Application

The ConnectUs Emergency Visitation Application allows inmates to initiate a request for a video call with Customer staff to report an emergency situation.

Sick Call Application

The ConnectUs Sick Call Application allows inmates to report symptoms to Customer health officials by completing a "sick form" that identifies the inmate's symptoms.

Self-Op Commissary Ordering Application

The ConnectUs Self-Op Commissary Ordering Application allows Customer to configure its commissary product line within ConnectUs giving inmates an automated means to order commissary goods.

Job Search Application

The ConnectUs Job Search Application allows inmate job-seekers access to local, regional and national jobs of all types and level of experience.

Law Library Application

The ConnectUs Law Library Application allows inmates to perform legal research through a comprehensive collection of state and federal laws, including resources pertaining to constitutions, statutes, cases and more.

SALES ORDER FORM PRICE PAGE

Securus Inmate Services Platform - Price List

Category	Item	Type		Unit Price	Qty		Total
Hardware	Video Visitation Terminals - Single Handset (Inmate)	One Time	$	4,000	75	$	300,000
	Video Visitation Terminals - Single Handset (Visitor)	One Time	$	4,000	0	$	-
	Video Visitation Terminals - Dual Handset (Visitor)	One Time	$	4,250	22	$	93,500
	Mobile Cart, Including UPS Battery Backup	One Time	$	1,440	0	$	-
	Networking Wiring	One Time	$	500	97	$	48,500
	Electrical Wiring*	One Time	$	1,500	0	$	-
	Hardware Installation	One Time	$	500	97	$	48,500
	JMS and 3rd Party Vendor Integration**	One Time	$	-	0	$	-
	Software Application Setup:	One Time					
Installation and Implementation (Software Application is one time per App, per contract)	- Securus Video Visitation Application	One Time	$	3,975	1	$	3,975
	- Phone Call Application	One Time	$	-	0	$	-
	- Inmate Forms Application (Grievance)	One Time	$	10,000	0	$	-
	- Inmate Handbook Application (.PDF)	One Time	$	3,975	0	$	-
	- Third Party Vendor Commissary Application	One Time	$	3,975	0	$	-
	- Website Education Application (URL)	One Time	$	10,000	0	$	-
	- Inmate Videos Application (.MP4)	One Time	$	3,975	0	$	-
	- Self-Op Commissary Ordering Application	One Time	$	3,975	0	$	-
	- Emergency Visitation Application	One Time	$	3,975	0	$	-
	- Inmate Sick Form	One Time	$	3,975	0	$	-
Annual Subscription and Hosting Fee (per App, per Terminal, per year)	Securus Video Visitation Application	Recurring	$	250	97	$	24,250
	Phone Call Application	Recurring	$	-	0	$	-
	Inmate Forms Application (Grievance)	Recurring	$	500	0	$	-
	Inmate Handbook Application (.PDF)	Recurring	$	250	0	$	-
	Third Party Vendor Commissary Application	Recurring	$	500	0	$	-
	Website Education Application (URL)	Recurring	$	500	0	$	-
	Inmate Videos Application (.MP4)	Recurring	$	250	0	$	-
	Self-Op Commissary Ordering Application	Recurring	$	250	0	$	-
	Emergency Visitation Application	Recurring	$	250	0	$	-
	Inmate Sick Form	Recurring	$	250	0	$	-
	Job Search Application (annual per App charge)	Recurring	$	3,250	1	$	3,250
	Law Library Application (annual per App charge)	Recurring	$	8,000	1	$	8,000
Misc.	Annual Terminal Extended Hardware Maintenance	Recurring	$	500	97	$	48,500
	Recurring Telecom	Recurring	$	5,040	0	$	-
	Recording Retention (30 days)	One Time	$	100	75	$	7,500
	On-Site Training (per day)	One Time	$	2,000	2	$	4,000

Term:	5
One-Time Cost	505,975
Annual License & Maintenance Cost (per year)	84,000
Total Cost: $	925,975
$	-
Securus Investment: $	925,975

* Customer responsible for electrical wiring
** Customer responsible for JMS/Commissary Integration Fees, if applicable

TELEPHONE SYSTEMS			
CURRENT AVERAGE CHARGE TO INMATE	**$0.36**		
CALL TYPES	COST TO INMATE	% COMMISSION or COMMISSION AMOUNT	
RATE CHARGED TO INMATE LOCAL	$0.36	97%	
RATE CHARGED TO INMATE INTRALATA	$0.36	97%	
RATE CHARGED TO INMATE INTRASTATE	$0.36	97%	
RATE CHARGED TO INMATE INTERSTATE	$0.21	0%	
RATE CHARGED TO INMATE INTERNATIONAL	$0.95	97%	
ESTIMATED TOTAL AVERAGE YEARLY PHONE MINUTES OF USAGE (MOU) FROM PREVIOUS HISTORICAL DATA			7,600,086
ADDITIONAL FEES CHARGED TO INMATES		ADDITIONAL FEES	
Credit Card Processing Fee		$3	
Live Operator Fee		$6	
ADDITIONAL FEES CHARGED TO PCSO			
N/A			
MINIMUM YEARLY COMMISSION GUARANTEED		$2,450.00	
ESTIMATED TOTAL REVENUE PHONE USAGE (calculations are avg inmate cost times estimated MOU) **** CALCULATED AUTOMATICALLY ****			
ESTIMATED TOTAL YEARLY PHONE COMMISSION AFTER FEES (calculations should be estimated revenue times commision amount, less fees to PCSO) ****VENDOR COMPLETE****		$2,977,606	
VIDEO VISITATION SYSTEM			
	COST TO FAMILY OR FRIENDS	% COMMISSION or COMMISSION AMOUNT	
RATE PER MINUTE CHARGED TO FAMILY/FRIENDS	$0.50	60%	
ADDITIONAL FEES CHARGED TO INMATES		ADDITIONAL FEES	
Credit Card Processing Fee		$3	
Live Operator Fee		$5.95	
ADDITIONAL FEES CHARGED TO PCSO			
N/A			
ESTIMATED TOTAL AVERAGE YEARLY VIDEO VISITATION MINUTES OF USAGE (MOU)			4,000,000
MINIMUM YEARLY COMMISSION GUARANTEED		$100,000	
ESTIMATED TOTAL REVENUE VIDEO VISITATION USAGE (calculations are avg inmate cost times estimated MOU) **** CALCULATED AUTOMATICALLY ****			
ESTIMATED TOTAL YEARLY VIDEO VISITATION COMMISSION AFTER FEES (calculations should be estimated revenue times commision amount, less fees to PCSO) ****VENDOR COMPLETE****		$1,200,000	

****PLEASE INDICATE "N/A" IF NOT APPLICABLE. OMISSIONS MAY CAUSE YOUR PROPOSAL TO BE CONSIDERED NON-RESPONSIVE.****

DATE: 6-26-17

PRINT NAME: Robert E. Pickens

SIGNATURE:

TITLE: President

VENDOR NAME: Securus Technologies, Inc.

REQUEST FOR PROPOSAL # P2017-03
INMATE COMMUNICATION SERVICES

TO: All Vendors

The Polk County Sheriff's Office is seeking Formal Proposals from qualified vendors to provide Inmate Communication Services to include: video visitation, inmate telephone and partner with "MailGuard®", as indicated within the context of this Proposal. You must submit your Proposal in a sealed envelope marked, #P2017-03, Inmate Communication Services. The Proposals are to be delivered to the:

> Polk County Sheriff's Office
> Business Services Division/Purchasing Section
> 1891 Jim Keene Blvd
> Winter Haven, FL 33880

Detailed instructions for the completion of the Proposal are contained in this Request for Proposal. Proposals are to be submitted no later than <u>June 9, 2017 @ 2:00 P.M.</u> Proposals received after this time will not be considered. All requests for additional information or questions should be directed to Katy McArthur, Purchasing Supervisor at <u>kmcarthur@polksheriff.org</u> or (863) 298-6308.

In determining the most advantageous Proposal, the Polk County Sheriff's Office reserves the right to award the Proposal to the lowest, most responsive and responsible Vendor. The Polk County Sheriff's Office further reserves the right to consider matters such as, but not limited to; quality offered, delivery terms, budget requirements, location, and service reputation of the Vendor.

On behalf of the Polk County Sheriff's Office thank you for your interest in submitting a proposal.

Sincerely,

David J. Rounds
Deputy Director, Central Services Bureau

★★★★★★★★★★
"TEN STAR ACCREDITED AGENCY"

Table of Contents

Checklist

Failure to submit the following items may result in your Proposal being declared non-responsive.

☐   Signed Proposal Form
        Or

☐   Statement of No Proposal

☐   Signed Evaluation and Award Criteria Document

☐   Signed Insurance Requirements Document

☐   Signed Special Terms and Conditions

☐   Signed Standard Terms and Conditions

☐   Signed Exceptions Page

☐   Financial Documents as specified

☐   Signed Vendor Acknowledgement/ Public Entity Crime Information/Anti-Collusion Statement

☐   Authorized Negotiator(s) Signature(s) Form

☐   One (1) copy of entire Proposal on CD ROM or Flash Drive and one (1) copy of entire Proposal printed

SCHEDULE OF EVENTS

Pre-Proposal Meeting (if applicable)   Not Applicable

Last Day for Written Question Submittal   May 25, 2017
(Questions from previous RFP attached in document)

Release of Answers to Questions   May 31, 2017

Proposal Due Date   June 9, 2017

Anticipated Intent to Award Notification   TBD

Legal Review and Negotiation   TBD

Anticipated Contract Start Date   TBD

SPECIFICATIONS

GENERAL SPECIFICATIONS

The Communication System shall include inmate telephone, inmate kiosks, optional inmate tablets, and video visitation. The selected Vendor must have the ability to partner with "MailGuard®" mail services to provide electronic mail delivery.

The system shall meet or exceed the following requirements for **PCSO personnel**:

- Be a centralized Web-Browser-based application, which is available securely from anywhere at any time.
- System interface to control the phones shall be intuitive.
- Interface shall be based on security level and password protected with the ability to restrict authorization by IP address.
- PCSO personnel must have the ability to manually shut down the system in case of emergency.

The system shall meet or exceed the following **inmate usage** requirements:

- Allow voice identification through biometric voice validation technology requiring the inmate to speak a pre-recorded phrase to verify the voice matches the PIN owner before allowing the call to be made.
- Allow outgoing calls only.
- Allow the inmate to choose from language selection.
- Allow configurations for call duration, location, inmate Account / PIN or by telephone location.
- Notify the inmate and called party, of any limits in advance of the system terminating the call, voice prompts in English and Spanish.
- Must allow for integration with third party vendors to provide the ability to automate the commissary ordering process via telephone/kiosk/tablet.

The system shall meet or exceed the following **friends and family usage** requirements:

- Must provide active acceptance by the called party.
- Must provide proactive account set-up for called parties who are not able to accept collect calls.
- Must notify the called party when they have reached a set balance of its site or personal credit limit.

TELEPHONE SYSTEM

TELEPHONE EQUIPMENT AND CALL SPECIFICATIONS

The telephone equipment shall include, but not limited to the following requirements:

- Comply with FCC regulations.
- Durable, non-coin operated construction suitable for jail environments.
- Able to utilize current available PCSO desktop computers and scalable to meet the PCSO's growing needs.
- Include backup power in the event of temporary loss of commercial power. (preferred)
- Utilize Personal Identification Numbers (PIN) for the inmates configurable, nine (9) digit minimum to sixteen (16) digit maximum.
- Ability to auto create PINS with no duplicate PIN numbers.
- Prevent a particular PIN to be used by two inmates at the same time.
- Allow calls to be monitored, disconnected, interrupted and recorded. Recordings shall be maintained centrally on SAN storage technology.
- Recordings shall be available, for download via user interface, for a minimum of 180 days.

BIOMETRIC VOICE IDENTIFICATION

The inmate telephone system shall include biometric voice identification technology to allow the PCSO to enroll, validate, monitor, and continuously identify all inmates speaking on phone calls.

The biometric voice identification system shall include, but not limited to the following:

- Provide continuous, real time identification of all inmates speaking on a call.
- Function covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.
- Perform continuous voice analysis for the entire duration of the call.
- Identify the actual identity of all inmates speaking on the call including the inmate who initially pre-validated and all other inmates who enter the call at any point during the call.
- Capable of detecting PIN sharing or stealing amongst inmates and identify the inmates who are fraudulently using another inmate's PIN number.
- Display a numerical confidence rating of the actual identity of all inmates whose voices are detected on each call, whether the PIN owner or not.
- Capable of recognizing a single voice by incorporating multiple voice factors such as spoken words or phrases, accents, inflections, and pronunciations to identify a specific individual.
- Capability to run queries on the database based on the inmate's voice, not just by the PIN number in order to identify all calls on which a specific inmate has spoken.
- Provide alerts when inmates other than the PIN owner appear on a call.
- Able to detect the called party's attempt to initiate a "3-way" call with a third party and flag the call.
- Utilize biometrics analysis to detect, track, and alert when 3-way calls are made.

FRAUD MANAGEMENT/ SURVEILLANCE ALERTS

The fraud management/surveillance capabilities of the system shall include, but not limited to the following requirements:

- Detect, notify, and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers.
- Prevent inmate from obtaining a second dial tone, "Hook-switch dialing," and other fraudulent activities.
- Identify the name of the facility and the inmate placing the call.
- Allow call blocking by Agency or called party to block future calls from facility.
- Suspend inmate privileges to make calls and/or set beginning and end date restrictions without the need to manually make changes.
- Allow inmate to record and store their name for all future calls.
- Provide continuous, identification and voice analysis of inmates speaking for the duration of the call.
- Display a numerical confidence rating of the actual identity of all inmates on the call.
- Provide a real time validation of forwarded calls.
- Ability to transfer inmates between facility locations seamlessly.
- Allow PCSO personnel to assign surveillance alerts by individual inmate PIN or dialed number. Alerts will be sent to an investigators cell phone, email or any direct dialed number. (Preferred)

  ➤ These alerts should include, but not be limited to, the following features:
     a. Allow real time listening of conversations, with ability to disconnect a call in progress or allow barge-in and talk capabilities.
     b. Allow investigators to assign/enter a PIN when alert call is received.
     c. Hide alert from others.

- Ability for PCSO member to attach, share or keep private; case-notes to a call and view it from a report. Also, allow PCSO to retrieve specific case-notes or call detail records.
- Allow authorized staff to assign or extend expiration dates of a call or download.
- Ability to download a call from a call report and allow authorized staff to copy multiple calls to a folder for download.
- Allow unlimited recording folders. Allow recordings to be downloaded as a compressed file or downloaded in the original format, WAV and MP3 formats.

GEOGRAPHICAL LOCATION TRACKING

Allow authorized PCSO personnel the ability to identify geographical locations of interest and build a virtual fence surrounding a geographical location. These are referred to as a "geo-fence". This shall include, but not limited to the following features:

- Allow authorized PCSO personnel the ability to search for or create an unlimited number of geo-fences with or without expiration dates.
- Capability to define description, address, interactive map, radius or pinpoint on a map
- Allow geo-fences to be inactivated, shared or kept private
- Allow notes to be added to a geo-fence
- Show a detailed history of changes made to a geo-fence
- Allow alerts when inmates place a phone call to someone located within the geo-fence
- Allow the export of geo-fences into Excel, PDF, and CSV format at a minimum
- Provide a report of all geo-fences based on certain criteria
- Allow real time alerts for specific criteria to include location of a cell phone number
- Ability for PCSO personnel to upload a warrant or court order document
- On demand coordinates/real time information not use cached data
- Allow an alternative to GPS coordinates to identify the location of a phone number. The proposed solution must work even when the device has location tracking disabled.
- Have the flexibility to enable or disable location tracking by call type

ADDITIONAL INVESTIGATIVE TOOLS/INTELLIGENCE SOFTWARE

The system, along with the investigative tools and software shall include, but not limited to the following:

- Be solely controlled by the proposer, not using a sub-contractor or alternate vendor to ensure ongoing commitment of development and quality as technology progresses.
- Be completely integrated with the calling system without the need for export/import of information from an outside source.
- Be customizable to allow the PCSO to flag and track high interest groups, or individuals.
- Be community based to ensure information is included from all facilities required.
- Provide workflow and organizational features to include reporting capabilities.
- Allow for evidence sharing with outside law enforcement to include the ability to remotely listen to live calls, export data, share case notes electronically, and burn calls to CDs.
- Allow for call alerts and forwarding of calls for investigations as well as the ability to isolate, fast forward, download or play an entire call or selected portions of a call.
- Provide analysis information based on criteria specified by PCSO staff to include but not limited to; call activity, associations/linkage activity and geographical information.

VIDEO VISITATION AND KIOSK SYSTEM

MULTIFUNCTIONAL IN-POD INMATE KIOSKS

The Multifunction In-Pod kiosk system shall include, but not limited to the following:

- Kiosk system shall be installed and maintained at no cost to the Agency, including but not limited to, labor, materials, equipment, electrical service, network cabling, etc.
- Kiosk system shall operate on an independent data network.
- Allow for interface with or access to information such as:
  - Law Library
  - Handbooks (PDF)
  - Video Files
  - Commissary Ordering
  - Forms
- Kiosk system shall also be accessible via inmate tablet

Inmate Tablets

- Provide access to Kiosk information as stated above
- Provide access to educational programming only
- Provide access to Smart Jail Mail via MailGuard®

Commissary Integration

- Provide integration with current and future commissary vendors to allow inmates to order commissary, look up account balances, view transaction history, etc.

Electronic Messaging/Inmate Postal Mail

- Provide for integration with electronic inmate postal mail via MailGuard®.
- Provide for the electronic delivery of postal mail to include inmate's personal correspondence.
- Postal Mail shall be processed at vendor's off-site facility and delivered to the inmate through the kiosk. Not to include legal mail, books, magazines, or other non-personal correspondence.
- An automated keyword tracking system shall be available to flag messages that contain keywords deemed relevant to the Agency.
- Agency staff must be able to alter the list of keywords at any time without contacting Vendor.
- PCSO staff must be able to be notified upon messages containing certain keywords.
- System shall not allow inmates to use the messaging service to communicate with one another, whether inside the facility or by using a third-party to relay messages.

Photo Delivery

- Provide a photo delivery system allowing friends and family members to send photographs to inmates.
- All photographs must be placed into a queue and be reviewed by an authorized staff member prior to being delivered to an inmate.

Law Library

- Kiosk system will provide inmates with a law library that covers State and Federal Statutes and case law.
- Content shall be updated daily and is to be provided at no cost to the Agency or inmates.

Requests, Grievance, and Medical Forms

- Provide the ability for inmates to submit requests, grievances, and medical forms through the kiosk and enable PCSO staff to set parameters for routing.
- Staff may attach PDF documents to responses to inmate requests.

Information Center

- Provide PCSO staff with the ability to upload one or more documents to the kiosk which can be accessed by the inmate (e.g. handbook, bonds list, policies, etc.) with the ability to update documents on demand without Vendor assistance.

HARDWARE REQUIREMENTS

The inmate kiosks/video visitation terminals shall be specifically designed for a corrections environment and take in to account facility security. Unit shall be constructed of durable materials with shatterproof LCD touch screen monitor, camera, and a minimum of one audio handset per terminal. All components of the unit shall be tamper proof and not penetrable by liquids. There is a possible requirement of mobile kiosks or tablets in certain circumstances.

The kiosk/video visitation terminal shall include, but not limited to the following:

- Ability to be securely mounted to the wall.
- Videoconferencing Encoder/Decoder. (H.264 standards preferred)
- Non-proprietary, off-the-shelf computer components.
- Terminal must prevent spills from entering the enclosure.
- Access the web-based applications.
- Built-in LED lighting during video visitations.
- Terminals shall include a physical keyboard.
- Powered by 110VAC.

VIDEO VISITATION SOFTWARE REQUIREMENTS

The video visitation software shall include, but not limited to the following:

- Be web-based and allow for Polk County Sheriff's Office personnel to administer visitation sessions and visitation operations based on Polk Sheriff's Office policies utilizing any standard web browser.
- Allow for scheduling, automation, policy management, and usability functionality.
- Ability to assign a PIN identification number to each inmate and user for every visit.
- Allow for multi-lingual interface (English and Spanish at a minimum).
- Provide ad-hoc, 1-to-1 or 1-to-many chat sessions between authorized users.
- Able to support multiple facilities, multiple locations with multiple housing units.
- Require visitors to provide photo ID for visitation sessions.
- Allow PCSO personnel to designate durations, display timeslots available and reschedule cancelled visitations.
- Ability to display a customizable digital banner based on PCSO needs.
- Ability to send an email to a visitor when a visit is scheduled, modified, or cancelled.
- Ability to visually display warning message and/or audible message of session expiration timeline.
- Allow an inmate to multitask, speak on the phone while reading information regarding facility rules or commissary order etc.
- Allow levels of functionality for Administrators/Users/Read only users.
- Allow PCSO personnel information for tracking inmate and visitor activities and patterns.
- Provide an audit trail of all activity.
- Allow for receipt of information from the PCSO Jail Management System via an FTP file.
- Ability to record any or all visitations and be searchable/viewable as needed.
- Allow recorded visits to be stored for a minimum timeframe designated by PCSO.
- Allow visitations to commence without staff involvement.

TECHNICAL REQUIREMENTS

The system shall include the following:

- Allow all video and audio streams between the terminals, visitors, and management equipment (servers) to be transmitted over TCP/IP Ethernet. Analog audio/video matrix switching systems are **not acceptable.**
- Consist of inmate terminals connected over a 100 Mbps dedicated Ethernet network so any terminal can be connected to any other terminal.
- Terminals must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.
- High quality video using low bandwidth.
- Video Standards: H.264
- Video Transmission Speeds: 64 Kbps – 2 Mbps

TECHNICAL REQUIREMENTS (cont.)

- Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)
- The system must be designed for:
    - Up to 30 frames per second of high quality video at 384+ Kbps
    - Up to 15 frames per second of high quality video at 64 – 320 Kbps
    - Constant or variable bit rate and frame rate
- The system must provide encryption for all visits.

INSTALLATION/SYSTEM SUPPORT/TESTING

- The vendor and PCSO will need to coordinate installation days and time to reduce confusion and down time. Installation timeline will be determined during contract negotiations.
- System testing, simulating normal operating conditions must be completed to ensure proper performance prior to "go live" implementation.
- Vendor will replace any network service or system component that fails to meet required performance levels during testing.
- System support shall be 24/7/365 with a fully staffed call center owned and operated by the proposer. (US based preferred)

SYSTEM TRAINING

Training of PCSO personnel shall include, but not limited to the following:

- No additional costs.
- Conducted on site at various PCSO locations.
- Training for various levels of authority.
- Training on all functions of the system operation to include; scheduling, implementing, monitoring, recording, reporting, etc. of telephone, video visitation and kiosk systems.
- Training conducted by vendor staff, no third party trainers.
- Training will be ongoing throughout the duration of the contract, when required, at no additional costs.
- Training staff may be required to submit to fingerprinting/background checks.
- Live "help desk" support is required at no additional costs.

SYSTEM/EQUIPMENT MAINTENANCE (Telephones/Video Monitors/Kiosks)

System/Equipment maintenance shall include, but limited to the following:

- System/Equipment at all required PCSO facilities shall be fully functional in regards to all labor, materials, programming, system hardware and software.
- Installed System/Equipment shall be warranted to be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Vendor shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no additional cost to the Polk County Sheriff's Office.
- Programming and maintenance services shall be at no additional cost to the Polk County Sheriff's Office.
- Replacement of the System/Equipment regardless of cause including, but not limited to; normal wear/use, inmate abuse, natural disaster, or inmate unrest. This System/Equipment replacement will be performed at no cost to the Polk County Sheriff's Office and will occur as soon as possible upon notification to the Vendor by the Polk County Sheriff's Office facility.
- All maintenance at Polk County Sheriff's Office must be performed by removing the unit from the wall.
- All maintenance calls from the Polk County Sheriff's Office shall be answered by a "live" operator/service representative at all times. Call site located within the continental United States (Preferred)
- **"Major Outage"** and **"Routine Service"** response times will be determined during the contract negotiations stage of the Proposal.
- Any report of System failure considered a **"Major Outage"**, reported by the PCSO must be addressed by the Vendor within the timeframe negotiated. This includes, but may not be limited to the following:

  o Any component of the System/Equipment that renders the system incapable of performing its normal functions.
    - Processors, recording equipment, power supplies, etc.
    - Negotiated percentage of visitation kiosks.
    - PIN functionality.
    - Call monitoring.
    - Disabling call/visitation functionality.

- For a **"Major Outage"** the Vendor must respond to the service problem within the negotiated timeframe of the initial report by the Polk County Sheriff's Office through the use of remote testing/access or by qualified technician at site.
- Responses to **"Major Outage"** situations must occur on a 24 hour/7 day/365 day year basis throughout the term of this contract.
- **"Routine Service"** will be performed based on the negotiated times determined during the contract negotiations. **"Routine Service"** will be performed through the use of remote access or by qualified technician on site. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday.

VIDEO VISITATION NON FACILITY RELATED CUSTOMER SERVICE

- Provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, determine call rates, make payments, access account information, and resolve issues.
- System must support mobile devices such as cell phones and tablets.
- System must provide notifications of low balance, bills due, bills past due, account blocks, etc.

GENERAL AND INVESTIGATIVE REPORTS

These reports shall be customizable, web accessible in real-time and historical reporting. Reports shall be downloadable in CSV or Excel format.

Reports shall include, but not limited to the following:

- Call activity
- Subscription/subscriber list
- Organization and sequence Analysis
- Identify communication sequences and chains of communication
- Generate statistical analysis
- Identify gaps in communication activity
- Concurrent phone usage
- Identify subscriptions that may be used by multiple users
- Common contact
- 3-way call attempts

Generate graphical linkage charts or timelines to include:

- Entity Linkage
- Two Entity Linkage
- Interconnected Entity Linkage
- Intercommunication
- Timeline for a selected set of targets

VENDOR'S PROPOSAL FORM

SUMMARY SHEET

Vendor agrees to furnish services specified in this Request for Proposal at the rate indicated below, for the entire duration of the awarded contract. Any cost or incidental expenses not shown on this document will be the responsibility of the vendor. All pricing must include any and all surcharges.

Commission rate offered:

1st year _____ 2nd year _____ 3rd year _____ 4th year _____ 5th year _____

Suggested Estimated Response Times: (time from initial report time)

    Major Outage _____

    Routine Maintenance _____

******Be sure your proposal is complete and describes in detail how your system will meet the Polk County Sheriff's Office specifications as outlined in this document.

******If your system can provide any additional functionality, other than the specifications provided, please describe in detail.

All functions of your system will be considered by the Evaluation Committee to determine the best solution for the Polk County Sheriff's Office.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc…) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

STATEMENT OF NO PROPOSAL

If you are **not submitting a proposal** on this service/commodity, please complete and send this form to:

> Polk County Sheriff's Office
> Business Services Division/Purchasing Section
> 1891 Jim Keene Blvd
> Winter Haven, FL 33880
> purchasing@polksheriff.org

We decline to submit a proposal on (proposal #, proposal title) at this time, but would like to be considered for future solicitations.

Company Business Name: _____

Address: _____

Telephone: _____

Email: _____

Signature: _____

Title: _____

Date: _____

Failure to respond may result in deletion of Vendor's name from the Qualified Proposer's List for the Polk County Sheriff's Office.

EXCEPTIONS

Exceptions to the Proposal: Notes – Any representation (below) or Exception(s) may cause this proposal to be rejected by the Polk County Sheriff's Office. All proposers should carefully read the Terms and Conditions.

The following represents every deviation (itemized by number) to the foregoing Terms and Conditions and Specifications upon which the proposal is based, to wit:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc…) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

Evaluation & Award Process

The Polk County Sheriff's Office will review all of the proposals and pricing submitted, including input from appropriate support staff, and may select vendors and proposals to commence negotiations. The Polk County Sheriff's Office may determine after this review, to eliminate certain vendor's proposals from negotiations.

Proposers will be evaluated on the following criteria:

a) Vendor's ability to meet specifications   Weighted Value 20%

b) Accessibility and Automation   Weighted Value 20%

c) Experience, references, viability of company   Weighted Value 10%

d) Investigative Tools   Weighted Value 20%

e) Technical Support   Weighted Value 20%

f) Exceptions and Additional Services   Weighted Value 10%

Best and Final offers may be requested from the Short Listed Vendors. (If applicable)

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

POLK COUNTY SHERIFF'S OFFICE
INSURANCE REQUIREMENTS / SERVICE VENDORS

Vendors are required to maintain proper insurance coverage, including Worker's Compensation, General, and Automobile Liability Insurance in order to be approved to do business with the Polk County Sheriff's Office.

Workers' Compensation is required for all contracts and/or services. The vendor shall provide, pay for, and maintain Workers' Compensation insurance on all employees, its agents or subcontractors as required by Florida Statutes. A certificate of coverage must be submitted and a waiver of subrogation must be noted on the certificate. If your company is exempt from having Workers' Compensation, you must submit a copy of the Exemption for our records.

The successful vendor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the Polk County Sheriff's Office from claims which may arise out of or result from the Vendor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The successful Vendor shall furnish a copy of an original Certificate of Insurance, naming the Polk County Sheriff's Office as an additional insured. Should any of the policies be cancelled before the expiration date, the issuing company will provide 30 days written notice to the certificate holder. The successful Vendor shall furnish insurance in satisfactory limits, and on forms and of companies that are acceptable to the Purchaser's Attorney and/or Risk Management and shall require and show evidence of insurance coverage's on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

It is necessary that annual insurance certificates be submitted to the Polk County Sheriff's Office Purchasing Section to maintain approved vendor status and ensure compliance with all requirements.

The Polk County Sheriff's Office welcomes the opportunity to work with you and to maintain a strong partnership. Should you have any questions regarding this request, please do not hesitate to contact the Polk County Sheriff's Office Purchasing Section at (863) 298-6308.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

SPECIAL TERMS AND CONDITIONS
(Special Terms and Conditions supersede applicable General Terms and Conditions)

A. CONTRACT TERMS:

The initial contract shall be effective for five (5) twelve (12) month periods from date of award with optional renewals for two (2) twenty-four (24) month renewal periods. All prices submitted shall remain unchanged during the period of performance. The Sheriff may terminate this Agreement with at least sixty (60) days prior written notice to Provider.

B. CONFERENCE(S):

The Polk County Sheriff's Office reserves the right to "short list" proposals. At that time, the Polk County Sheriff's Office may request a conference(s) to formulate plans in greater detail, to clarify any unclear items, and to otherwise complete negotiations prior to a formal award. The Polk County Sheriff's Office may choose to modify its choice of a Vendor at any time during the conference process if the Polk County Sheriff, in his discretion, determines that such a change is in the best interest of the Polk County Sheriff's Office. The Polk County Sheriff's Office will not be liable for any costs incurred by the Vendor in connection with such conference.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

REQUEST FOR PROPOSAL
STANDARD TERMS AND CONDITIONS

Vendor: To insure acceptance of the Proposal, follow these instructions:

1. **CONTRACT PERIOD:** The Contract shall be effective for a twelve (12) month period from date of award with up to three (3) optional renewal periods. All prices submitted shall remain unchanged during the period of performance. If the Board of County Commissioners of Polk County, in the regular course of its budget or appropriation process, withdraws, or fails to appropriate funds for the procurement of services under this Agreement, then the Sheriff may terminate this Agreement at the conclusion of any billing cycle or the beginning of the unfunded budget period with at least sixty (60) days prior written notice to Provider. The Sheriff agrees to pay Provider all charges and expenses incurred before the effective date of such termination.

2. **EXECUTION OF PROPOSAL:** Proposal must contain a manual signature of an authorized representative in the space provided.

3. **SEALED PROPOSALS/SOLICITATIONS:** All Proposals must be submitted in a sealed envelope. The face of the envelope shall contain the date and time of the Proposal Opening and the Proposal number. If the Proposal is to be returned via Express Mail or in a courier envelope, the Proposal documents should be submitted in a separate sealed envelope within the courier envelope. Express mail or courier envelopes will be opened and discarded. The face of the Sealed Proposal envelope should have attached the label included with the Proposal package or noted, the Proposal File Number and "Attention: Purchasing Section – Sealed Proposal." If there is not going to be a Proposal submitted, please fill out the "STATEMENT OF NO PROPOSAL" form, included in this Proposal package. Offers by telephone or facsimile for a sealed Proposal or proposal cannot be accepted. It is the Vendor's responsibility to assure that the Proposal is delivered at the proper time and place of the Proposal opening.

4. **PROPOSAL OPENING:** Shall be during a public meeting on the date and at the time specified on the Proposal form or shortly thereafter. However, the purpose of the RFP opening is to document the vendors submitting proposals only. Information pertaining to proposals will be available in accordance with Florida State Statutes, Chapter 119. Proposals that for any reason are not delivered by the specified date and time will be returned to the Proposer unopened.

5. **RESPONSE TIME FOR INFORMATION:** Proposers shall agree to provide any/all additional information and/or changes to the proposal(s) requested by the Polk County Sheriff's Office timely and/or within the deadlines provided so as not to place the Polk County Sheriff's Office in an unfair position of not having "reasonable time" to perform a fair and proper evaluation of information, materials, proposals, etc., submitted for review and consideration. This clause applies to the solicitation, evaluation and negotiation processes. Failure to comply with any and all deadlines set by the Polk County Sheriff's Office, as provided for in this clause, may be cause of the immediate rejection of your proposal.

6. **PRICES AND TERMS:** The Polk County Sheriff's Office will evaluate and select the Proposal they feel will be in the best interest and meets the needs of the Polk County Sheriff's Office.

    a. **TAXES:** Polk County Sheriff's Office does not pay Federal Excise or State Sales Taxes.

    b. **MISTAKES:** Vendors are expected to examine the specifications, delivery schedules, Proposal prices and all instructions pertaining to product(s). Failure to do so will be at Vendor's risk.

    c. **CONDITION:** All product(s) not conforming in every way acceptable to the Polk County Sheriff's Office shall be rejected.

    d. **F.O.B. PRICES:** All prices shall be quoted F.O.B. Destination. The *Seller* shall pay all transportation charges and title to the goods shall transfer to the *Purchaser* at the destination.

7. **NON-EXCLUSIVE AGREEMENT:** The Polk County Sheriff's Office reserves the right to negotiate with more than one vendor. The Polk County Sheriff's Office may have contracts with other vendors for the same supplies or services. Selection of vendors may be on the basis of price, availability, hours of operation, or location.

8. **CLARIFICATIONS/INTERPRETATION AND ADDENDA:** No interpretation or changes to the meaning of the Proposal will be made to any Vendor except by written addendum or amendment. All questions regarding this Proposal should be submitted in writing and must be received no later than 15 calendar days prior to the closing date for proposal submittal, addressed Katy McArthur, Purchasing Supervisor, Polk County Sheriff's Office, 1891 Jim Keene Blvd., Winter Haven, FL 33880 or kmcarthur@polksheriff.org.

9. **CONFLICT OF INTEREST:** The award hereunder is subject to Chapter 112, Florida Statutes. All Vendors must disclose with their Proposal, the name of any officer, director, or agent who is also an employee of the Polk County Sheriff's Office. Further, all Vendors must disclose the name of any Polk County Sheriff's Office employee who owns, directly or indirectly, an interest of five percent (5%) or more of the Vendor's firm or any of its branches.

10. **OWNERSHIP OF DOCUMENTS:** All deliverable analysis, reference data, bills, completed reports, or any other form of written instrument or document created or resulting from the Vendor's services or performance during the course of this Agreement, if any, shall become the property of Polk County Sheriff's Office after final payment is made to the Vendor for services Vendor has furnished.

11. **EVALUATION/AWARD OF CONTRACT**

    a. The contract shall be awarded to the most responsive, responsible and best qualified Proposer meeting specifications, terms and conditions and the needs of the Polk County Sheriff's Office, in the exclusive determination of the Polk County Sheriff's Office.

    b. The Polk County Sheriff's Office shall take into consideration the financial responsibility and stability of the Proposer, proven skill and experience, technical competence, facilities for performing the contract, size, resources and qualifications, previous satisfactory performance and other abilities of the Proposer that will enable Proposer to efficiently perform the contract.

    c. All information furnished in support of the foregoing should enable a clear evaluation of the Proposer's ability to carry out all proposed work and fulfill all responsibilities as delineated in the Request for Proposal.

d. The Polk County Sheriff's Office reserves the right to waive minor variations to specifications, information, irregularities and technicalities in any proposal; to reject any or all proposals in whole or in part with or without cause, and/or make awards either as individual items or as a total combined proposal, and/or to negotiate with Proposers, and/or to accept proposals that in our judgment will be in the best interest of the Polk County Sheriff's Office. The Polk County Sheriff's Office specifically reserves the right to reject any conditional proposal, and will normally reject those, which make it impossible to determine the true amount of the proposal. The Polk County Sheriff's Office shall not be obligated to issue any statement or explanation as to the selection or non-selection of any Proposal.

e. In case of any doubt or differences of opinion as to the services to be furnished or any part of this Request for Proposal hereunder, the decision of the Sheriff shall be final and binding on all parties.

f. Any Contract resultant from this Request for Proposal shall not be assignable. Contractor may not assign, sublet, convey or transfer its interest in the Contract.

g. The contract to be entered into is contingent upon, and subject to the appropriation and availability of sufficient funds.

12. **NEGOTIATIONS:** The Polk County Sheriff's Office reserves the right to negotiate with one or more Vendors. Should the Polk County Sheriff's Office be unable to negotiate a satisfactory contract with the firm considered to be the most qualified at a price determined to be fair, competitive, and reasonable, negotiations with that firm will be formally terminated. The Polk County Sheriff's Office shall then undertake negotiations with the second most qualified firm. Failing accord with the second most qualified firm, the Polk County Sheriff's Office will terminate negotiations. The Polk County Sheriff's Office may then undertake negotiations with the third most qualified firm.

13. **DISPUTES:** In case of any doubt or differences of opinion as to the services to be furnished hereunder, the decision of the Sheriff shall be final and binding on both parties.

14. **LEGAL REQUIREMENTS:** Federal, State, County and local laws, ordinances, rules and regulations that in any manner affect the product/service herein apply. Lack of knowledge by the Vendor will in no way be cause for relief from responsibility.

15. PUBLIC RECORDS:

(a)   Access to Public Records

Vendor shall allow public access to all documents, papers, letters, or other material made or received by Vendor in conjunction with the Agreement/Contract as required by Florida law, unless the records are exempt from Article I, section 24(a), Florida Constitution, or section 119.07(1), Florida Statutes. **IF VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT/CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 863-298-6200 RECORDSREQUEST@POLKSHERIFF.ORG, 1891 JIM KEENE BLVD, WINTER HAVEN, FLORIDA 33880.** Polk County Sheriff's Office may unilaterally terminate the Agreement/Contract if Vendor refuses to allow public access as required in this section.

(b)   Redacted Copies of Confidential Information

If Vendor considers any portion of any documents, data, or records submitted to the Polk County Sheriff's Office to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Vendor must provide the Polk County Sheriff's Office with a separate redacted copy of the information it claims is confidential and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy must contain the Contract name and number, and be clearly titled "Confidential." The redacted copy should redact only those portions of material Vendor claims are confidential, proprietary, trade secret or otherwise not subject to disclosure.

(c)   Request for Redacted Information

In the event of a public records or other disclosure request pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, to which documents that are marked as "Confidential" are responsive, the Polk County Sheriff's Office will provide Vendor-redacted copies to the requestor. If a requestor asserts a right to the Confidential Information, the Polk County Sheriff's Office will notify Vendor such an assertion has been made. It is Vendor's responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Polk County Sheriff's Office becomes subject to a demand for discovery or disclosure of the Confidential Information of Vendor under legal process, the Polk County Sheriff's Office shall give Vendor prompt notice of the demand prior to releasing the information labeled "Confidential" (unless otherwise prohibited by applicable law). Vendor shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

(d)   Indemnification Related to Redacted Confidential Information

Vendor shall protect, defend, and indemnify the Polk County Sheriff's Office for any and all claims arising from or relating to Vendor's determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Vendor fails to submit a redacted copy of information it claims is Confidential, the Polk County Sheriff's Office is authorized to produce all documents, data, or records submitted to the Polk County Sheriff's Office in answer to a public records request or other lawful request for these records.

(e)   Public Records Clause for Polk County Sheriff's Office Contracts

- Keep and maintain public records that ordinarily and necessarily would be required by the public agency in order to perform the service.

- Upon request from the agency's custodian of public records, provide the agency with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the agency would provide the records and at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

- Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the agency.

- Upon completion of the contract, meet all requirements for retaining public records and transfer, at no cost, to the agency all public records in possession of the contractor or keep and maintain public records required by the agency to perform the service. If the Vendor transfers all public records to the public agency upon completion of the contract, the Vendor shall upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Vendor keeps and maintains public records upon completion of the contract, the Vendor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the agency, upon request from the agency's custodian of public records, in a format that is compatible with the information technology systems of the agency.

16. **CONFIDENTIAL DOCUMENTS:** Any confidential documents submitted as part of this proposal must be clearly indicated as such.

17. **LIABILITY:** The Vendor shall hold and save Grady Judd, Sheriff, Polk County, its officers, agents and employees harmless from liability of any kind in the performance of or fulfilling the requirements prior to and during the term of this Contract.

18. **STATEMENT RELATIVE TO PUBLIC ENTITY CRIMES:** The Vendor is directed to the Florida Public Entity Crime Act 287.133, Florida Statues, and the Polk County Sheriff's Office requirements that the successful Vendor comply with it in all respects prior to and during the term of the Contract.

19. **AFTER AWARD:** The Polk County Sheriff's Office reserves the right to add or delete items at prices to be negotiated at the time of addition or deletion. In the event of market changes, the Polk County Sheriff's Office may negotiate justified adjustments both upward/downward such as price, terms, etc, to this contract when the Sheriff's Office in its sole judgment, considers such adjustments to be in the best interest of the Polk County Sheriff's Office.

20. **ADDITIONAL INFORMATION:** The Polk County Sheriff's Office Purchasing Section reserves the right to request additional information needed for clarification from any proposer for evaluation purposes.

21. **NON-PERFORMANCE/LIQUIDATED DAMAGES:** Time is of the essence of this Contract and failure to deliver within the time period shall be considered a default. In case of a default, the Polk County Sheriff's Office may procure the required services and/or goods from other sources and hold the Contractor responsible for any excess costs occasioned thereby and may immediately cancel the Contract.

22. **VENDOR'S SITE VISIT:** The Polk County Sheriff's Office reserves the right, at its discretion, to conduct "on site" visitations of any vendors' facilities. The purpose of the visit will be to ensure the Polk County Sheriff's Office of the Vendor's capabilities of successfully administering this contract. If, in the Polk County Sheriff's Office's opinion, any vendor does not have the required capabilities as listed herein, this shall be considered grounds for non-award/cancellation.

23. **NO CONTINGENT FEES:** The Vendor warrants that it has not employed or retained any company or person, other than a bonafide employee working solely for the Vendor to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bonafide employee working solely for the Vendor, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from award of or making of the Agreement. For the breach or violation of this provision, the Polk County Sheriff's Office shall have the right to terminate the Agreement at its sole discretion, without any liability and to deduct from the Agreement price, or otherwise recover, the full amount of such fee, commission, percentage, gift, or consideration.

24. **ASSIGNMENT:** Neither this Agreement nor any rights, duties, or obligations described herein shall be assigned or subcontracted by Vendor without the prior express written consent of Polk County Sheriff's Office.

25. **INDEPENDENT CONTRACTOR:** It is agreed that nothing contained herein is intended or should be construed as in any manner creating or establishing a relationship of co-partners between the parties, or as constituting the Vendor (including its officers, employees, and agents) as the agent, representative, or employee of Polk County Sheriff's Office for any purposes, or in any manner, whatsoever. The Vendor is to be and shall remain forever an independent contractor with respect to all services performed under this Agreement. The Vendor shall not pledge Polk County Sheriff's Office credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien or any form of indebtedness and shall have no right to speak for or bind Polk County Sheriff's Office in any manner.

26. **COMPLIANCE WITH LAWS AND REGULATIONS:** In providing all services pursuant to this Agreement, the Vendor shall abide by all statutes, ordinances, rules, and regulations pertaining to, or regulating the provisions of, such services, including those now in effect and those hereafter adopted. Any violation of said statutes, ordinances, rules, or regulations shall constitute a material breach of this Agreement, and shall entitle Polk County Sheriff's Office to terminate this Agreement immediately upon delivery of written notice of termination to the Vendor.

27. **GOVERNING LAW AND VENUE:** This Agreement shall be governed in all respects by the laws of the State and any litigation regarding this Agreement shall be forumed and venued in a court of competent subject matter jurisdiction, in Polk County, Florida, or the Federal Middle District Court of Florida, located in Tampa, Florida.

28. SEVERABILITY: Whenever possible, each provision of this Agreement shall be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Agreement is held to be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provisions of this Agreement.

29. SUCCESSORS AND BINDING AGREEMENT: Vendor shall require any successors (whether direct or indirect, by purchase, merger, consolidation, or otherwise) by agreement in writing agreeable to Polk County Sheriff's Office, to assume and agree to perform this Agreement in the same manner and to the same extent that Vendor would be required to perform it if no such succession had taken place. Failure of Vendor to obtain any such agreement prior to the effectiveness of the succession shall be a breach of this Agreement and shall Polk County Sheriff's Office to compensation from Vendor in the same amount and on the same terms as Polk County Sheriff's Office would be entitled under the Agreement.

30. VERBAL/WRITTEN PURCHASE ORDERS: The award of this Proposal does not constitute an order. Before delivery is made the Vendor must receive a duly executed purchase order and/or contract. Acceptance by the Vendor is assumed upon issue by the Polk County Sheriff's Office, of a duly executed purchase order. Inspection and acceptance of item(s) will be at the stated destination(s) unless otherwise provided, and title to and risk of loss or damage is the responsibility of the Vendor until the acceptance by the Polk County Sheriff's Office.

31. DELIVERY TICKETS/INVOICING: The successful Vendor shall furnish a priced and itemized delivery ticket or invoice for every delivery made to the Polk County Sheriff's Office. The delivery ticket or invoice shall include the date, address delivered to, and purchase order number and shall be signed by a representative of the requesting department when delivery is made.

32. DELIVERY REQUIREMENTS: All products on the purchase order are expected to be delivered to the designated location(s) in a timely manner, and in the quantities requested on the purchase order. Any exceptions must be agreed upon, in writing between the Polk County Sheriff's Office designee, and the vendor prior to shipping/delivery.

33. VERBAL REPRESENTATIONS: The Polk County Sheriff's Office disclaims any responsibility for verbal representations or information issued or conveyed by any party whomsoever regarding or relating to this Request for Proposal. No interpretation or changes to the meaning of the Request for Proposal will be made to any vendor except by written addendum or amendment. All inquiries will be processed as noted in this document.

34. INSURANCE: The successful vendor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the Polk County Sheriff's Office from claims which may arise out of or result from the Vendor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The successful Vendor shall furnish a copy of an original Certificate of Insurance, naming the Polk County Sheriff's Office as an additional insured. Should any of the policies be cancelled before the expiration date, the issuing company will send 30 days written notice to the certificate holder. The successful Vendor shall furnish insurance in satisfactory limits, and on forms and of companies that are acceptable to the Purchaser's Attorney and/or Risk Management and shall require and show evidence of insurance coverage's on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

35. CANCELLATION/TERMINATIONS/SUSPENSION: The Polk County Sheriff's Office may cancel this agreement WITHOUT CAUSE at any time by giving sixty (60) days written notice to the VENDOR. In addition, the Polk County Sheriff's Office may immediately suspend business with the VENDOR with written notification. The VENDOR may cancel this agreement WITHOUT CAUSE at any time by giving not less than sixty (60) days written notice to the Polk County Sheriff's Office. The VENDOR shall continue to provide services beyond the sixty (60) days' notice period and through the transition to a new supplier/contractor so long as the Polk County Sheriff's Office is proceeding reasonably and in good faith to enter into an agreement with a replacement supplier/contractor.

36. OPTION TO EXTEND THE TERM OF THIS CONTRACT: This Contract may be renewed on a yearly basis at the option of the Polk County Sheriff's Office. If the Polk County Sheriff's Office desires to renew this Contract, a Notice of Intent to Renew will be submitted no less than (60) sixty days before the Contract expires. This Notice of Intent shall not be deemed to commit the issuing party to a renewal.

37. AGREEMENT: This Proposal and the Purchase Orders issued hereunder constitute the entire agreement between the Polk County Sheriff's Office and the Vendor awarded the Proposal. No modification of this Proposal shall be binding on the Polk County Sheriff's Office or the Vendors.

38. SECURITY/BACKGROUND INVESTIGATIONS: Access to Polk County Sheriff's Office Facilities by vendors/workers is a privilege which may be revoked for any adverse background or intelligence checks. The awarded vendor will be required to submit to a FDLE background check and fingerprinting of all employees working on the project, prior to award of the contract. Thereafter, should vendor have any personnel changes or employees added to work on this project, such employees shall be required to undergo the FDLE background check and fingerprinting process as well. Fingerprinting will be conducted by the Polk County Sheriff's Office. Vendor shall not utilize any employees on this project who have been terminated by the Polk County Sheriff's Office or previous employees, of the Polk County Sheriff's Office who are ineligible for re-hire by the Polk County Sheriff's Office.

39. INDEMNIFICATION: Vendor, shall indemnify, defend (by counsel reasonably acceptable to Polk County Sheriff's Office) protect and hold Polk County Sheriff's Office, its officers, employees and agents from and against any and all claims, actions, causes of action, liabilities, penalties, forfeitures, damages, losses, and expenses (including, without limitation, attorney's fees and cost during negotiation, through litigation and all appeals therefrom) whatsoever pertaining to the death of or injury to any person, or any damage to any property arising out of or resulting from (i) the failure of Vendor to comply with applicable laws, rules or regulations, (ii) the breach by Vendor of its obligations under this Agreement, (iii) any claim for trademark, patent or copyright infringement arising out of the scope of the Vendor's performance of this Agreement, or (iv) the negligent acts, errors or omissions, or the intentional or willful misconduct, of Vendor, its sub-contractors, agents, employees and invitees, provided, however, that Vendor shall not be obligated to defend or indemnify Polk County Sheriff's Office with respect to any such claims or damages arising out of Polk County Sheriff's Office's sole negligence.

40. **PIGGYBACK CLAUSE:** At the option of the awarded vendor, the vendor agrees to allow the Polk County Sheriff's Office and other governmental entities of the state of Florida and its agencies, political subdivisions, counties, and cities, to purchase additional items by piggybacking on this Proposal. Each government entity may procure goods and services as described herein with the same terms and conditions, and for the same price. Each governmental entity desiring to accept these Proposals, and make award thereof, shall do so independently of any other government entity. Each government entity shall be responsible for its own purchases and shall be liable for goods and services ordered and received by it, and no government entity assumes any liability by virtue of this Proposal.

41. **EXCEPTIONS TO PROPOSAL:** All proposal submittals must clearly state with specific detail all deviations to the requirements imposed upon the Proposal by the General Terms and the Specifications. Such deviations should be stated upon the Proposal Response or appended thereto. Proposers are hereby advised that the Polk County Sheriff's Office will only consider proposals that meet the specifications and other requirements imposed upon them by this proposal package. In instances, where an exception is stated upon the Proposal Response , said proposal will be subject to rejection by the Polk County Sheriff's Office in recognition of the fact that said proposal does not meet the exact requirements imposed upon the Proposer by the General Terms and the Specifications.

42. **DUE DILIGENCE:** Due care and diligence have been used in preparing these specifications and related information. However, no warranties are made as to the accuracy and completeness of the required information. It is the responsibility of Proposers to ensure they have all the information they deem necessary to affect their proposal. The Polk County Sheriff's Office will not be responsible for the failure on the part of the Proposers to determine the full extent of the risk exposures and scope of work required to effectively perform under the contract.

43. **FINANCIAL STATEMENT AND CORPORATE DOCUMENTS**

   a. Proposers shall submit a recently audited, certified annual financial statement/report, identifying assets and liabilities, and the results of its operations.

   b. Proposers shall submit audited, certified annual financial statements/reports, identifying assets and liabilities, and the results of its operations for the past two (2) years.

   c. All financial statements should be complete, and include the independent auditors report.

   d. Proposers shall submit bank references, inclusive of the name, address, and telephone number of a specific contact person at the financial institution(s).

   e. Proposers shall submit bank statements for all corporate accounts for the last year.

   f. Proposer shall furnish a clear and accurate copy of their Articles of Incorporation, business licenses and other such pertinent documents, which substantiate the legitimacy of the corporation and the corporations' legal capacity to conduct the type of business solicited by the Request for Proposal, within the State of Florida.

   g. All corporate documents, including financial statements and references, licenses and any and all other such documents and submissions as are required by this Request for Proposal.

44. PROPOSER'S EXPERIENCE AND REFERENCES

a. Proposers shall submit with the proposal detailed, verifiable documentation of their experience and related services with two (2) agencies or businesses of similar size, composition and character who are currently or were clients within the last five (5) years. Information is to include Agency Name and Mailing Address; Agency Head and Contact Person, to include their Telephone Numbers, Facsimile Numbers and E-mail addresses. This documentation must demonstrate experience in providing services of the same type and character as those specified in the Request for Proposal.

b. The Polk County Sheriff's Office reserves the right to reject any proposal if found to be unacceptable to the Polk County Sheriff's Office.

--- End of Standard Terms and Conditions ---

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

PROPOSAL FORMAT

a. It is essential that every Proposer provide a clear and concise proposal for the Polk County Sheriff's Office. Proposers are cautioned to ensure their proposals are detailed and complete, and all information, deliverables, documents or other submissions required by the Request for Proposal are provided. Any omissions may result in a non-responsive proposal and cause for rejection. Proposers are solely responsible for any and all cost associated with preparing and submitting responses to this RFP, including attendance at any site conference, oral interview, presentation or negotiations.

b. To the extent possible, Proposals should be prepared on 8 ½ "x 11" paper. One (1) copy of entire Proposal on CD ROM or Flash Drive and one (1) copy of entire Proposal printed shall be submitted. Foldouts for charts, tables and spreadsheets are acceptable. Double-sided copying is strongly encouraged.

c. All submitted documents shall be typed and signed by an officer or representative having the authority to bind the company or firm. Proposers must not re-type, alter or modify the RFP documents in any way. Changes to the document may result in a proposal being non-responsive.

d. Proposals should include a Table of Contents to outline the major sections of the RFP, including all relevant documents requested for submission. All pages should be consecutively numbered.

e. Proposers must indicate any variance from specifications, terms and/or conditions regardless of how slight, utilizing the Exceptions/Variance page included in this RFP document. If variations are not stated in the proposal, it will be understood that the Proposer agrees to the Specifications, Terms and Conditions stated. Exceptions expressed by the Proposer may be construed to lower the level of the Proposer's responsiveness to the specifications of this RFP.

f. Acknowledgment **must be executed**, certifying that the Proposer has read, understands, and agrees to the Terms, Conditions and Specifications, except as noted within the Proposal.

g. Proposals must be submitted in a **sealed envelope** with the provided label affixed to the outside packaging, stating the Proposal name and number. Proposals sent by facsimile or e-mail will be rejected.

h. The RFP and any addenda thereto, will only be furnished in print, Adobe Acrobat (PDF) file, or other file format advantageous to the completion of the proposal bid forms. The RFP must be fully completed by the Proposer.

j. It is the **sole responsibility of the Proposer to ensure timely delivery of the proposal** prior to the closing date. Delays caused by any delivery service(s) will not be grounds for an extension of the proposal due date and time. Proposals received after the due date and time will be rejected and shall not be considered. Proposals may be withdrawn at any time prior to the specified opening date by furnishing a written statement to that effect.

VENDOR ACKNOWLEDGEMENT

By signing and submitting this Pre-Qualification Package, Vendor acknowledges he/she has read, understands, and can provide the minimum requirements stated herein, that he/she has visited the site, performed investigations and verifications as he/she deems necessary, understands/accepts terms and conditions familiarized him/herself with the local conditions under which the work is to be performed and will be responsible for any and all errors in his/her Pre-Qualification Package resulting from his/her failure to do so. Vendor certifies this Pre-Qualification Package has not been prepared in collusion with any other Vendor or other person or persons engaged in the same line of business.

PUBLIC ENTITY CRIME/DEBARMENT INFORMATION

A person or affiliate who has been placed on the Convicted Vendor or Excluded Parties List System (EPLS) list following a conviction for a public entity crime may not submit a Bid/Proposal on a contract to provide any goods or services to a public entity, may not submit a Bid/Proposal on a contract with a public entity for the construction or repair of a public building or a public work, may not submit Bids/Proposal on leases of real property to a public entity, may not be awarded or perform work as a Vendor, supplier, sub-Vendor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted Vendor list. Please refer to https://sam.gov and/or Florida Statutes 287.133 to ensure compliance.

ANTI-COLLUSION STATEMENT

The below signed Bidder has not divulged to, discussed or compared his/her Bid/Proposal with other Vendors and has not colluded with any other Bidder or parties to a Bid/Proposal whatsoever. Note: no premiums, rebates, or gratuities to any employee or agent are permitted with, before, or after any delivery of materials. Any such violation will result in the cancellation and/or return of material (as applicable) and the removal from the master vendors list.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc…) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: _____

Print Name: _____

Signature: _____

Title: _____

Vendor Name: _____

ATTACHMENT A

PREVIOUS RFP QUESTIONS AS PERTAINS
TO THIS REQUEST FOR PROPOSAL

1. Does the above referenced RFP involve both jails within Polk County, or just one?
   A. The RFP involves both jails and the Intake Unit.
2. Does the county have a preference as to the number of kiosks to be provided per dorm?
   A. The number of kiosks will be determined upon agreement and to accommodate the number of inmates.
3. Is it possible to get a count of the number of dorms and their capacities?
   A. CCJ Spreadsheet (1487) and SCJ layout (2265) with inmate count supplied. This is total capacity, actual counts vary from day to day.
4. Does the county desire to provide on-site as well as off-site visitation? If so, how many visitor stations does the county require?
   A. Visitation will be both on-site and remote (off-site). The number of on-site stations will be based on the recommended stations in relation to volume at each site.
5. Assuming that the county desires for all public visits to be recorded, what is the minimum storage time that the county requires for recorded visits?
   A. The minimum storage is subject to agreement and shall be no less than 30 days.

CONTINUATION OF QUESTIONS (2ND SET)
General Questions
1) What is the current Average daily population for the South and Central jail locations?
   A. SCJ: 1900   CCJ: 645
2) May vendors have access to a basic floor plan for both sites to aid in the preparation of wireless devices/tablets?
   A. Basic floor plans can be provided upon award and agreement. Facility tours will be available upon request. Security measures prevent open access to floor plans.
3) Commission Rate - How will commissions and a financial offer be evaluated and weighted by the PCSO? In looking at the evaluation matrix we see no area where this could be evaluated.
   A. Commission Rate will be evaluated as part of the "Vendor's ability to meet specifications".

Video Visitation
4) How many visits do you have on a daily, monthly and annual basis?
   A. CCJ – Daily: 46 Monthly: 1,278 Annual: 15,338   SCJ – Daily: 147 Monthly: 4,111 Annual: 49,330
   This number would be expected to increase due to the added convenience of remote visitation at both facilities and the introduction of video visitation to CCJ which is currently face-to-face, non-contact.   SCJ is currently video visitation.
5) Does the PCSO wish to utilize off site video visitation visits?
   A. Yes. Monitored remote visitation is desired.
6) Is there a set number of video visitation monitors on the inmate side and family visitor side that is required? Or may vendors place an amount of monitors using their own ratios to ensure proper coverage?
   A. Vendor recommendations are encouraged to accommodate the needs of the inmate population.
7) Is family video visitation required at both sites -at South and Central?
   A. Video visitation is desired at both facility sites.

8) RFP states kiosk/video visitation terminals shall include built-in LED lighting and a physical keyboard. Since this is old technology, will the county allow vendors to offer an LCD touch screen with our VVS stations which supply high-resolution picture on the screen and a virtual touch screen keyboard?
   A. **Yes Specifications state equal or better.**

Inmate Tablets

9) Does PCSO wish to allow Inmate telephone calls to be placed using the tablets?
   A. **Not at this time**
10) What are the expectations for the total number of tablets to be deployed? All inmates, limited number of inmates (Female, Trustees only GED etc.)?
    A. **Tablets could be introduced to limited populations until usage levels are determined.**
11) Does PCSO wish to have tablets deployed at both sites – south and central or just one site?
    A. **Both**
12) Is there an expectation for the type of "education" to be deployed on the tablets? GED test prep, vocational etc.?
    A. **Access will be educational only and will not include access to movies, music, or games at this time.**

Commissary Interface

13) Is there a cost that your commissary company will charge vendors to create an interface with them? If so will the cost be the same for all vendors?
    A. **There is no cost for our standard phone, kiosk, or tablet integration as long as the party agrees to the current interface specifications and protocols. All interfaces must utilize XML soap messaging. If there is a cost, the cost would be the same for all vendors. All current Non-Disclosure and Master Agreements with vendors remain in place.**

Inmate Mail

14) Can the PCSO provide contacts at MailGuard and your commissary provider who would be working with vendors for the interfaces required?
    A. **Jim Logan would be the initial point of contact at MailGuard. Phone: 941-799-1586 Email: jim.logan@smartjailmail.com**
15) Is there a cost that MailGuard will charge vendors to create an interface with them? If so will this cost be the same for all vendors?
    A. **No cost anticipated, based on interface compatibility.**
16) Is it the expectation of the PCSO that the MailGuard email program be used and accessed as an app on the kiosks and tablets?
    A. **Kiosks and tablets are essentially the same as far as MailGuard usage. The determination as to what inmates will use to access the mail will be made at a later date.**
17) RFP states – "Postal mail shall be processed at the vendors off site facility and delivered to the inmate via the kiosk" Does the PCSO wish that the Inmate Communications Provider perform this task or would this task be performed by MailGuard?
    A. **The task would be performed by MailGuard.**

CONTINUATION OF QUESTIONS (3RD SET)

1. In order to provide our best possible offer, it is very important to have historical call volume information for all call types. Call volume data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following chart:

LOCAL – Collect	118	670	241.20
INTRALATA – Collect	237	1718	618.48
INTERLATA – Collect	48	422	151.92
INTERSTATE – Collect	63	666	166.50
LOCAL – Debit	n/a		
INTRALATA – Debit	n/a		
INTERLATA – Debit	n/a		
INTERSTATE - Debit	n/a		
International - Debit	n/a		
LOCAL – PrePaid Collect	16624	149178	53704.08
INTRALATA – PrePaid Collect	25436	219305	78949.08
INTERLATA – PrePaid Collect	9310	77502	27900.72
INTERSTATE – PrePaid Collect	11601	114103	23961.63

2. Also, in order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

A. CALL RATES EFFECTIVE 6/20/16

        LOCAL CALLS - $0.36 PER MINUTE

        LONG DISTANCE CALLS

            Intralata: **$0.36 per minute**

            Intrastate: **$0.36 per minute**

            Interstate:

                $0.21 per minute (Prepaid)

                $0.25 per minute (Collect)

LOCAL – Collect	**SEE ABOVE**	
INTRALATA – Collect	**SEE ABOVE**	
INTERLATA – Collect	**SEE ABOVE**	
INTERSTATE – Collect	**SEE ABOVE**	
LOCAL – Debit	**SEE ABOVE**	
INTRALATA – Debit	**SEE ABOVE**	
INTERLATA – Debit	**SEE ABOVE**	
INTERSTATE - Debit	**SEE ABOVE**	
International - Debit	**SEE ABOVE**	
LOCAL – PrePaid Collect	**SEE ABOVE**	
INTRALATA – PrePaid Collect	**SEE ABOVE**	
INTERLATA – PrePaid Collect	**SEE ABOVE**	
INTERSTATE – PrePaid Collect	**SEE ABOVE**	

3. Will the County please outline the fees that are being charged by the current vendor:
   a. Bill Statement Fee
   b. PrePaid Account Funding Fee via Web
   c. PrePaid Account Funding Fee via IVR
   d. PrePaid Account Funding Fee via Live Operator
   e. Fees for Instant Pay Calls
   A. Fee for automated payment for credit card, debit card, and bill processing fees. $3.00 per use
   Fee for payment using live operator. $5.95 per use
   Fee for paper bill/statement. $2.00 per use
   Fee for use of third-party money transmitter (e.g. MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts).   The exact fee from the third- party provider passed through directly to customer with no markup.

4. Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements from the last six months.
   A. $0.20 per minute for local and intralata calls

5. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.
   A. Inmate trust account is through the commissary system, Trinity Services.

6. Jail Management Integration – Please provide the name and contact information for the current JMS vendor.
   A. The Jail Management System is through TriTech Software Systems, Sally Olson-Nelson: Direct: 858-799-7358 Mobile: 727-688-7001.

7. **For each facility**, please fill out the following table with quantities of equipment required and/or desired
   A. PCSO personnel stated at the pre-proposal meeting, that the quantity of units (kiosks/phones/tablets) would be suggested by the proposing Vendors. These are only suggested quantities. Considering this is a Request for Proposal, these quantities can be discussed and adjusted during the contract negotiations.

Standard inmate telephones		Required
Visitation phones (monitored/recorded)		**SEE ABOVE**
Pay (coin) phones		" "
TDD/TTY devices		" "
Cart phones		" "
Hands-free inmate phones		" "
Portable cordless phones		" "
Enclosures		" "
Pedestals		" "
Workstations with printers		" "
Laptop computers		" "
Inmate kiosks		" "
Handheld devices		" "
Cell phone detection devices	-	" "
Other?		" "

8. How many video visitation units does the South County Jail have currently? How many are required?
   A. 106 visitation booths (Visitor Side)/ 148 Visitation Booths (Inmate Side)

9. Some providers may offer alternate calling types, outside of the traditional options of Collect, Prepaid and Debit calling – such as single-call payment by credit/debit card, and text message billing for a single call via wireless carrier.
    a. Are any alternate payment options available to call recipients today? If so, please state the rate that is charged for each call, and the amount of commission the County receives on this type of call.
    A. Yes Advanced Pay one Call - $8.95 per call at standard rates of .36 cents per minute and .17 commissions. No commissions paid on fee.
    b. It is common for some vendors to charge excessively high rates for this type of call and, furthermore, to categorize the revenue generated by these calls as "bonus" revenue and therefore to pay little or no commissions on this revenue. In light of this information, we respectfully ask the County to disallow this type of call from the Polk County Sheriff's Office facilities.
    c. If these types of calls are allowed, please confirm that bidders will be required to disclose all associated rates, fees, and commissions in their proposals. Please also state how these costs and commissions will be evaluated as part of the Financial Offering.
    A. Yes, there must be disclosure of rates, fees, and commissions in each proposal. Commission Rates and fees will be evaluated as part of the "Vendor's ability to meet specifications".

10. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders <u>and</u> the incumbent provider.
    A. The awarded Vendor must provide equipment that will <u>meet the needs of</u> the Polk County Sheriff's Office.

11. **For each facility**, please provide a list of the programs currently offered to inmates and the number of inmates that participate.
    A. Inmate Programs, (Weekly Inmate Attendance)
    CCJ

    - **Faith Based Ministry (80)**
    - **GED Prep: Math, Science, Social Studies, Reading, (15)**
    - **CPR: American Heart Association, (10)**
    - **Job Readiness, (40)**
    - **Narcotics Anonymous/ Alcohol Anonymous, (30)**
    - **Re-entry/Aftercare/Treatment Program, (10)**
    - **Recovery For Life/Celebrate Recovery, (75)**
    - **Praise and Worship (100)**
    - **Bible Study, (100)**
    - **Mentoring, (20)**
    - **Youth for Christ: Juvenile Program, (50)**
    - **Library/Book Cart, (100)**
    - **Reading tutor, (5)**
    - **Parenting, (25)**
    - **Art Therapy, (20)**
    - **Substance Abuse Education, (10)**
    - **Family Integrity Training, (40)**

    SCJ

    - **GED Prep: Math, Science, Social Studies, Reading, (60)**
    - **CPR: American Heart Association, (15)**
    - **Job Readiness, (30)**
    - **Narcotics Anonymous/ Alcohol Anonymous, (70)**
    - **Re-entry/Aftercare/Treatment Program, (10)**
    - **Recovery For Life/Celebrate Recovery, (75)**
    - **Praise and Worship (200)**
    - **Bible Study, (200)**
    - **Mentoring, (40)**
    - **Library/Book Cart, (500)**
    - **Reading tutor, (5)**
    - **Substance Abuse Education, (15)**
    - **Family Integrity Training, (35)**

CONTINUATION OF QUESTIONS (4th Set)

1. The RFP describes specific technology under "Geographical Location Tracking." Does the County currently have this technology? If so, is the County charged (via invoice or commission deductions) for the use of any of these services?
   A. The Polk County Sheriff's Office does not have this technology at this time.

2. The RFP requires "bank statements for all corporate accounts for the last year." As a privately held company, our bank statements are proprietary and not available for public dissemination. Therefore, will the County please remove this requirement?
   A. Our requirement of bank statements will continue in place. Please mark any part of your proposal documents as "CONFIDENTIAL" that you do not want released to the public.

3. Please confirm that only 2 years of financial statements are required as discussed in the pre-bid meeting.
   A. Yes, 2 years of financials will be sufficient.

Specific Provisions

1. In the RFP under "Proposal Format," it states that, "All pages should be consecutively numbered." We plan to have distinct tabbed sections, each with its own set of page numbers. Is this acceptable to meet this requirement?
   A. Yes, you may tab your proposal. The format needs to be easily followed and understood.
2. The RFP states that, "Acknowledgment must be executed, certifying that the Proposer has read, understands, and agrees to the Terms, Conditions and Specifications, except as noted within the Proposal." Does signing the "Special Terms and Conditions" and the "Standard Terms and Conditions", fulfill this requirement or is something more needed? If something more is needed, please specify.
   A. Any location where there is a signature block needs to be signed and returned.

General

1. Please provide the daily inmate population by month for the past 12 months or indicate whether the County undergone any significant increases or decreases in ADP in the last 12 months.
   A. 2500
2. Does the County anticipate any significant increases or decreases in ADP during the contract term?
   A. Nothing significant
3. What is the average stay for inmates?
   A. 25.5 days
4. How many inmates are booked per day, on average?
   A. 80 / day average
5. How long do inmates stay in bookings?
   A. 8 hours
6. Does the County house any ICE detainees? If so, what is the average monthly population?
   A. We currently do not house ICE detainees.
7. How many inmates are state (DOC) inmates within your facility?
   A. 42
8. How many inmates are from the U.S. Marshals Service?
   A. Not at present time
9. How many inmates are from outside of the County?
   A. N/A
10. Please provide the location of the phone room(s) where our equipment will go.
    A. Each facility has a central communications equipment room.
11. How many floors do your facilities have?
    A. CCJ
12. Do you have any planned demolition or facility expansion within the period of this contract?
    A. None at this time.

13. Please list which housing units have restricted access.
    A.
          a. **CCJ**
                i. **CJ2ISO**
               ii. **CJ3ISO**
              iii. **CJ4ISO**
               iv. **CJ5ISO**
                v. **CJINFISO**
          b. **SCJ**
                i. **SJEISO**
               ii. **SJ1B**
              iii. **SMEDISO**
14. Please describe inmate access to common areas, including what hours inmates are allowed into those areas.
    A. **Inmates are granted access to the common areas from 0600-2300 hours.**
15. Are inmates charged a daily fee for their incarceration?
    A. **Yes, a $2.00 / day subsistence fee.**
16. Would the County allow the awarded vendor to use dark fiber that has already been installed?
    A. **No**
17. Which Internet/cable service provider do you recommend in your area?
    A. **Verizon/Frontier DSL**
18. Do you currently have an inmate communications contract outside your phones and video for inmate messaging, grievances, requests, commissary ordering, and inmate kiosks?
    A. **No**
19. Please provide a copy of your inmate communications contract for inmate messaging, grievances, requests, commissary ordering, and inmate kiosks.
    A. **N/A**
20. Due to the holidays, the complexity of the RFP and our desire to give you the most competitive and thorough response, will the County consider extending the due date of the proposal?
    A. **No**
21. Would the County consider scheduling a mandatory live product demonstration as part of your evaluation criteria?
    A. **Not mandatory**

ITS

1. How many free calls are inmates given?
    A. **None**
2. Does the incumbent inmate phone provider currently take any deductions from commission revenue? If so, what are the deductions and how much?
    A. **No**
3. Can the County provide 24, or even 12, months of call volume reports/CDRs?
    A. **See Above**
4. Our company has taken a strategic direction to move away from traditional commissions. Would the County consider an alternate method for facility support?
    A. **Not at this time**

VVS

The following refer to the onsite video system currently in place at SCJ and/or what is expected for future offsite service at SCJ and onsite/offsite service for the CCJ.

1. How many visits are paid-for visits in an average month?
   A. Do not currently charge
2. How many visits by bail bondsman and Public Defenders are expected in an average month?
   A. CCJ - 283 monthly average (Professional Visits); SCJ – 234 monthly average (PD/CCTV), 836 On-Site (Professional Visits).
3. How many free onsite video visitations does the County wish to allow?
   A. At least two free onsite video visitations per week / per inmate
4. Please provide visitation hours by facility. Will these hours change when remote visitations are in place?
   A. Visitation Hours: 0730-1030; 1200-1600, 1700-1900 hours daily. May continue later into the evening.
5. How many face-to-face visitation phones do either of your facilities currently have? Are the visits recorded?
   A. CCJ – Non-contact visits – 40 stations. SCJ does not have face to face visitation

Tablets

1. What material are the walls made of?
   A.   Concrete block
2. Are there existing cable runs in place, or will we have to drill through the walls?
   A.   Cabling is currently in place
3. Will the facility permit the use of conduit for housing cable?
   A.   Yes

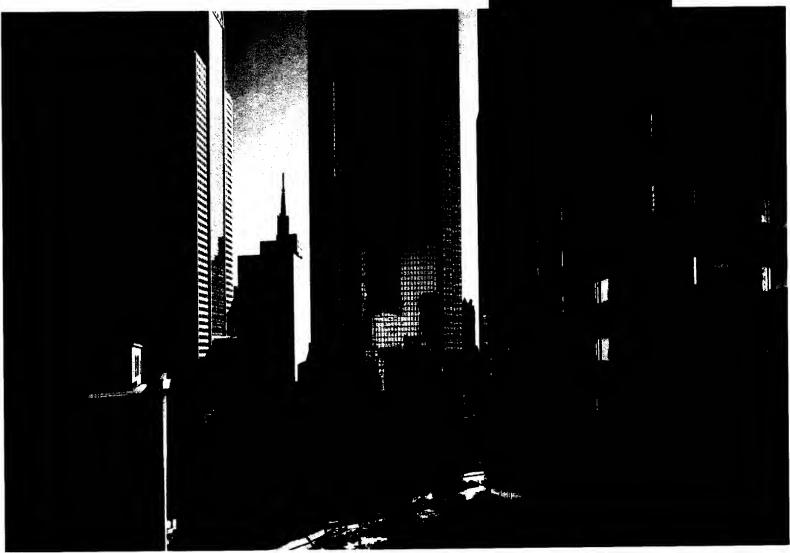## AUTHORIZED NEGOTIATOR(S) SIGNATURE(S)

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed and that the following person(s) are authorized to sign and/or negotiate contracts and related documents to which the bidder or proposer will be duly bound:

Company Name: _____

Federal I.D./EIN: _____ DUNS Number: _____

Physical Address: _____

_____

_____

_____

Mailing Address: _____
(If different from above)

_____

_____

_____

1. Authorized Representative (Print): _____

   Title of Representative: _____

   Authorized Signature: _____

   Phone: _____ Email: _____

2. Authorized Representative (Print): _____

   Title of Representative: _____

   Authorized Signature: _____

   Phone: _____ Email: _____

Cut this label out and tape this label to your Request for Proposal package to identify it as a Request for Proposal. Neither facsimile nor emailed documents will be accepted. Be sure to include the name of the company submitting the bid where requested.

DELIVER TO:

Polk County Sheriff's Office
Business Services Division/Purchasing Section
1891 Jim Keene Blvd
Winter Haven, FL 33880-8000

REQUEST FOR PROPOSAL: DO NOT OPEN

RFP # 2017-03 Inmate Communication Services

Proposal Name:

Opening Date/Time: <u>June 9, 2017 @ 2:00 P.M.</u>

Company Name: _____

SECURUS
Technologies

Request for Proposal to Provide
INMATE COMMUNICATION SERVICES
POLK COUNTY SHERIFF'S OFFICE, FL

We exist to
serve and
connect
to make our
world **safe**.

An RFP Solution Prepared for:
Polk County Sheriff's Office
Inmate Communication Services
12-15-2016 at 2:00 P.M. EST

Presented to:
Katy McArthur
Purchasing Supervisor
Polk County, FL
Business Services/Purchasing
Section
1891 Jim Keene Blvd
Winter Haven, FL 33880
(863) 298-6308

Presented by:
Daniel McGuinn
Senior Account Manager
Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, TX 75254

TABLE OF CONTENTS

COVER LETTER

REQUEST FOR PROPOSAL # P2017-03
INMATE COMMUNICATION SERVICES

TO: All Vendors

The Polk County Sheriff's Office is seeking Formal Proposals from qualified vendors to provide Inmate Communication Services to include: video visitation, inmate telephone and partner with "MailGuard®", as indicated within the context of this Proposal. You must submit your Proposal in a sealed envelope marked, #P2017-03, Inmate Communication Services. The Proposals are to be delivered to the:

> Polk County Sheriff's Office
> Business Services Division/Purchasing Section
> 1891 Jim Keene Blvd
> Winter Haven, FL 33880

Detailed instructions for the completion of the Proposal are contained in this Request for Proposal. Proposals are to be submitted no later than June 9, 2017 @ 2:00 P.M. Proposals received after this time will not be considered. All requests for additional information or questions should be directed to Katy McArthur, Purchasing Supervisor at kmcarthur@polksheriff.org or (863) 298-6308.

In determining the most advantageous Proposal, the Polk County Sheriff's Office reserves the right to award the Proposal to the lowest, most responsive and responsible Vendor. The Polk County Sheriff's Office further reserves the right to consider matters such as, but not limited to; quality offered, delivery terms, budget requirements, location, and service reputation of the Vendor.

On behalf of the Polk County Sheriff's Office thank you for your interest in submitting a proposal.

Sincerely,

David J. Rounds

David J. Rounds
Deputy Director, Central Services Bureau

★★★★★★★★★★
"TEN STAR ACCREDITED AGENCY"

June 9, 2017

David J. Rounds, Deputy Director, Central Services Bureau
Polk County Sheriff's Office
Business Services Division/Purchasing Section
1891 Jim Keene Blvd.
Winter Haven, FL 33880

RE: Request for Proposal for Inmate Communication Services (RFP # P2017-03)

Dear Mr. Rounds:

Securus Technologies, Inc. (Securus) is pleased to submit our response to Polk County's RFP for the provision of an Inmate Communication System. Securus appreciates the Committee's initial decision of a Securus selection and knows that the Sheriff's Office made the right decision. As last time around, we are prepared to fully comply with all of the technical and contractual requirements through our turnkey solution offering all of the capabilities requested by Polk County. Additionally, Securus has supplemented its superior technical offering with cutting-edge technologies at no additional cost. Our proven solutions provide innovative approaches to meeting Polk County's needs and delivering efficiency benefits to help support your officers and keep them, and the communities they protect, safer.

We clearly understand the importance and implications of providing fully integrated communication systems for the staff to manage multiple services such as inmate phones, video visitation, and tablets. Our strategy of developing and acquiring technology for our customers, then integrating them into our services is in line with needs of the Sheriff's Office today and into the future. All in one units such as the Securus sPhone terminals clearly illustrate our commitment to this end.

To compliment the Securus Inmate Telephone System, Securus Video Visitation will further reduce impact on staff and streamline the process for visitors and inmates. Securus is the only vendor that can provide the overall package including a powerful and easy to use lobby kiosk, Securus Investigator Pro Voice Biometric Identification with Searchable Voice, and Securus ICER. Because we own and manage our technology, we have the ultimate control to provide solutions for the SCSO as needed.

With our superior presence in Florida highlighted by its unparalleled service and support infrastructure that includes high profile customers like Florida Department of Corrections, Marion, Seminole, Alachua, Volusia, Palm Beach and Broward Counties to name a few, Polk County Sheriff's Office can take advantage of the information sharing capabilities unique and inherent to a partnership with Securus. From a corporate standpoint, Securus has more strength and resources to implement the requested services in the timeframes specified. We'll provide a solid plan and meet all of the obligations required.

From the last time, Securus has enhanced its financial offer to complement our technology and ongoing upgrades to the Sheriff's Office.

Securus values its partnerships with our customers and make the commitment to continue our history of top notch and proactive service, support. We vow to upgrade our products and services regularly, not just at contract events, like our competitors do.

Polk County Sheriff's Office made the proper decision in the initial RFP evaluation and asks for the same conclusion this time around. We ask the Sheriff's Office to confirm its initial decision and provide Securus with the privilege of forging a long partnership with the award of this RFP. We are excited at the prospect of moving forward and see a tremendous opportunity for a mutually beneficial relationship between Securus and Polk County Sheriff's Office.

Sincerely,

Robert E. Pickens
President
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007
972-277-0300
bpickens@securustechnologies.com

Daniel McGuinn
Securus Advisory Account Executive
5021 NW 112 Dr
Coral Springs, FL 33076
(954) 234-3477 Office
(954) 821-4620 Cell
dmcguinn@securustechnologies.com

CHECKLIST

Checklist

Failure to submit the following items may result in your Proposal being declared non-responsive.

☒ Signed Proposal Form
         Or
☐ Statement of No Proposal

☒ Signed Evaluation and Award Criteria Document

☒ Signed Insurance Requirements Document

☒ Signed Special Terms and Conditions

☒

   Signed Standard Terms and Conditions

☒

   Signed Exceptions Page

☒

   Financial Documents as specified

☒

   Signed Vendor Acknowledgement/ Public Entity Crime Information/Anti-Collusion
   Statement

☒

   Authorized Negotiator(s) Signature(s) Form

☒

   One (1) copy of entire Proposal on CD ROM or Flash Drive and one (1) copy of
   entire   Proposal printed

Page 3 of 45

SCHEDULE OF EVENTS

SCHEDULE OF EVENTS

Pre-Proposal Meeting (if applicable)	Not Applicable
Last Day for Written Question Submittal (Questions from previous RFP attached in document)	May 25, 2017
Release of Answers to Questions	May 31, 2017
Proposal Due Date	June 9, 2017
Anticipated Intent to Award Notification	TBD
Legal Review and Negotiation	TBD
Anticipated Contract Start Date	TBD

SECURUS Technologies

EXECUTIVE SUMMARY

Connecting What
MATTERS

Executive Summary

Securus Technologies, Inc. (Securus) is committed to connecting both civil and criminal justice organizations in ways that make our world a safer place to live. Securus delivers the products, services, and support needed to provide comprehensive public safety solutions, investigative solutions, communications solutions, and monitoring solutions. Securus Technologies focuses on connecting what matters®.

Securus appreciates the opportunity to submit our proposed solution for Inmate Communication Services to the Polk County Sheriff's Office (PCSO). Securus has the **qualifications, experience, technology, equipment, and service and support resources** required to deliver the most reliable, easy-to-use, and efficient inmate communications solutions available, both today and for the years to come.

After reviewing your request for proposal (RFP # P2017-02), Securus is confident that we can meet all of the specifications set forth by the PCSO. We have tailored our solution to deliver key technologies that will improve the efficiency of your facilities, upgrade the investigative capabilities of PCSO officers, and enhance your abilities to implement inmate care initiatives.

Securus understands what is important to county jails and we believe our technologies and services will surpass your expectations in relation to all of stated selection criteria:

- **Vendor's ability to meet specifications** – Securus is uniquely qualified to meet the specifications set forward by the PCSO. Our Secure Call Platform (SCP) is the

backbone of our single-sourced solution, and is the most deployed inmate telephone solution in the Corrections industry. Our industry leading video visitation system is coupled with our proprietary ConnectUs technology to provide a robust inmate kiosk solution. Our tablet solutions closely align with our kiosks and offer many of the same applications such as voice communications, education offerings, electronic forms handling, and a law library.

Securus will also integrate with MailGuard and all current and future commissary vendors that provide service to the PCSO. We have a dedicated Integration and Interfaces Department currently integrates with more than 110 different third-party platforms worldwide.

- **Accessibility and Automation –** Our proposed inmate communications solutions automates the management of the inmate telephone, kiosk, video visitation and tablet system. Our system is one of the only single-point-access user interfaces in the industry that allow facilities to easily apply settings and configurations to turn on devices, restrict devices, and provide access to features and applications — all in real time. All of the integrated features are accessed easily with the click of a mouse. As a result, facilities benefit from increased efficiency, increased flexibility, on-demand access to inmate recordings, and unequalled investigative access to potential criminal activity. **Securus technologies automate traditionally manual operating processes.**

- **Experience, references, viability of company –** Securus been providing inmate communications solutions to correctional facilities for 30 years. More than 3,450 safety, law enforcement, and corrections agencies currently use Securus products. We serve many "mega-county" facilities that on a daily basis house thousands of inmates, including the Florida counties of Broward County and Palm Beach County. We currently partner with 30 correctional facilities in Florida, including several of Polk County's neighboring counties.

Securus is the only inmate communications provider with a stable outlook, positive revenue growth, and good liquidity according to S&P and Moody's. Securus is also the only inmate communications provider that has consistent organic growth. The financial strength of your provider is important because it is an indication of its ability to serve your needs today and invest to meet your needs tomorrow. New solutions delivered to our customers reflect our growth, expansion and reinvestment in our systems.

Securus is the largest inmate communication provider in North America. We have many satisfied users that will highly recommend our systems' ease of use and administration.

- **Investigative Tools** – Securus' investigative solutions are designed to help law enforcement agencies collect, consolidate, visualize, store, and distribute information in real time to support their needs for immediate access to critical information. The SCP alone has over 550 integrated features, many of them related to **solving** and **preventing** crimes. The proposed solution also includes four (4) advanced investigative technologies:
  - **ICER:** interagency inmate to inmate communication detection
  - **Investigator Pro:** biometric voice identification (entire call)
  - **Location Based Services (LBS):** geographical location tracking
  - **THREADS:** data analytics software

- **Technical Support** – Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support management team is five (5) years and our technicians average four (4) years. The Securus TSC will serve as a single point of contact for PCSO staff to request service **24/7/365.**

  If an issue requires onsite service, our dispatch team contacts the assigned Field Service Technician (FST) and establishes an estimated time of arrival. Upon arrival at the facility, the FST will meet with the primary site contact to review the maintenance issue and perform the necessary repairs. Upon resolving the primary issue, the FST will perform a system check to detect any unreported issues and conduct preventative maintenance checks while onsite. **Securus employs the largest field service team in the inmate communications industry.**

- **Exceptions and Additional Services** – With software updates provided four (4) times per year, Securus will keep the PCSO on the cutting edge of technology with system upgrades at **no cost**. Because the SCP operates on a centralized platform, Securus can address your specific operating requirements both today and well into the future.

Integration with MailGuard

Securus normally manufactures, installs, and maintains all hardware and software used in our projects. However, for the PSOC solution, we will also be integrating with MailGuard to provide electronic mail delivery. MailGuard will be integrated into our inmate kiosk solutions, as well as our tablet solution if that option is chosen by the PSOC. Securus will maintain and service the contract with MailGuard.

Corporate Background and Expertise

Founded in 1986, Securus and its predecessor organizations have been providing inmate communication solutions to correctional facilities for 30 years. More than 3,450 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,200,000 inmates in 48 states nationwide.

In the state Department of Corrections (DOC) space, Securus currently provides service to 13 of the 50 DOCs in the United States, including the Florida DOC. We also serve many "mega-county" facilities that on a daily basis house thousands of inmates, including the Florida counties of Broward County and Palm Beach County.

Securus currently partners with 30 correctional facilities in Florida. We serve several of Polk County's closest neighbors, including Hardee County and mega-county Lake County. Our inmate communications solution provides a number of advanced tools to promote interagency investigative information sharing.

Patents and Copyrights

Securus is the **leading technology innovator** in the inmate communications industry. Over the past three (3) years, we have invested over **$600 million** in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined. We also invest heavily in research and design, and employ over 100 developers. Securus has developed and currently owns nearly 250 issued and pending patents, almost twice as many as the rest of the industry combined. Virtually every large inmate communications provider **relies on Securus** for technology development, and uses Securus' patented technologies under license agreements.

Inmate Communications Services Solution

Inmate Communication Services Overview Securus has the technology, experience, and financial resources needed to deliver the industry's leading inmate communications solutions. Our solutions allow our partners to effectively and efficiently protect the communities they serve.	**FREE** quarterly upgrades - Corrections-grade hardware (including ADA compliant telephones and TDD devices) - Interagency investigative information sharing - Secure remote access anytime and anywhere - Over 50 standard reports - Facility Portal provides partners individualized access to audit systems, payments, service tickets, and investigative reports. **Data Centers** - Co-located in Dallas and Atlanta - Redundant architecture - Trunks provisioned as outgoing only (no incoming calls permitted)

Payment Options

- Collect
- Pre-paid collect
- Pre-paid calling cards
- Inmate Debit
- Money transfer entities such as MoneyGram and Western Union

Security Features

- Access rights granted based on duties and roles
- Personal IDs and passwords
- Ability to disable technologies 24/7/365 remotely or through manual intervention

Service and Maintenance

- Provided **free** for life of the contract
- Provided entirely by U.S.-based Securus employees
- Integration with current systems (including Aramark kiosks)
- **24/7/365** technical support
- **24/7/365** family members and friends support
- Largest field service team in industry
- Same day response to most service and repair requests
- **Free** documentation and onsite training

Facility Portal

The Facility Portal is available to authorized PCSO personnel. The Facility Portal allows all Securus' partners to view their **specific commission reports, preliminary revenue reports, investigative tools, trouble tickets system**, and a wide variety of other time-savings and revenue-generating features and services. The tool provides unmatched visibility into the financial and operational performance of the inmate communications system while at the same time **automating administrative tasks**.

Data Centers

Securus' centralized off-premise equipment is co-located in Dallas and Atlanta in the Securus support data centers, which are composed of carrier-class, commercial-grade, high-performance components for a managed inmate communications system built to the latest technology standards. This includes all hardware and software required in maintaining data storage, fraud controls, investigative features, user utilities, and

communications processing and recording. All systems include redundancy to protect Securus' partners from service outages.

Security

The Securus technology platform provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to the different levels of employees assigned to use the platform. The platform provides adminisrators' flexible password policy options, enabling them to customize log-in requirements to meet specific facility needs. Passwords can be configured by location, length, and days to expire. Additional configuration options include reminders for password expiration and notifications of minutes of allowable inactivity before session timeout.

Disabling Technologies

The platform allows authorized personnel to immediately disable technologies by device, group of devices, or an entire facility from any personal computer or tablet device with access to the Internet. The platform is also compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers.

Secure Call Platform (SCP)

Securus proposes that the PCSO implement the Secure Call Platform (SCP) at the new jail to meet the telephone component specifications of its new inmate communications system. Over 2,700 federal, state, county, and municipal prisons and jails have had the SCP installed making it the world's **most deployed inmate telephone system.**

Secure Communications Platform (SCP)	Over 550 features have been included with the platform, with approximately 50 more being added each year.
	Efficiency Solutions
	• SCP User Interface
	• Automated Operator Services (AOS) (no live operator)
	• Call acceptance (active)
	• Call monitoring and recording
	• Call termination warnings
	• Call Tracker (case notes)
	• Commissary Order by Phone (COBP) **(free** integration with PCSO commissary)
	• Free First Calls
	• Inmate name reuse
	• Media player (integrated)

- Multilingual capability (English and Spanish provided)
- Personal Identification Numbers (PINs) Administration
- Programmable call durations
- Speed dials
- Voice biometrics identification

Security Solutions
- Fraud Management
  - Accurate answer supervision
  - Chain calling elimination
  - Extra digit dialing prevention (patented)
  - Switch-hook dialing prevention
  - Three-way conference calling detection (patented)
- Perma Block
- Covert Alerts with Barge-In

Investigative Solutions
- **ICER:** interagency inmate to inmate communication detection
- **Investigator Pro:** biometric voice identification (full call)
- **Location Based Services (LBS):** geographical location tracking
- **THREADS:** data analytics software

The SCP is capable of handling all types of calls, including visitation sessions, local calls, calling within the Local Area Transport Area (intraLATA), calls outside the Local Access Transport Area (interLATA), and interstate calls. The SCP can also process prepaid collect international calls.

Efficiency Solutions

The SCP is cloud-based and web-enabled, and has virtually unlimited capacity to support facility expansion. It **automates the management** of the inmate telephone system, and delivers an array of **cost reduction** and **safety enhancement features**. Authorized users can access the system **anytime and anywhere** from a workstation or tablet device that has Internet access.

SCP User Interface

The SCP's user interface will be the PCSO's window to all SCP features. The SCP delivers recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access. Our system is one of the only single-point-access user

interfaces in the industry, and is built to allow our partners complete control over their facilities in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone, restrict a phone, change a blocked number, and turn on or off features and applications — all in real time. All of the completely integrated features are accessed easily with the click of a mouse. As a result, facilities benefit from increased efficiency, increased flexibility, on-demand access to call recordings, and unequalled investigative access to potential criminal activity.

Call Acceptance

For obvious security reasons, the SCP system ensures all lines of communication are fully muted until the system detects positive acceptance from the called party. Neither the inmate nor the called party can monitor call progression or begin conversing until the called party positively accepts the call. Upon initiating the call, the inmate selects the calling language (English or Spanish) and dials family members and friends. When answering the phone, the called party hears a recorded message stating the call is coming from the inmate's specific facility, and that the call may be monitored and recorded. The automated operator then quotes the price-per-minute for the call and directs the called party to accept or reject the call. The called party must generally press "1" on the keypad to accept the call. Billing begins once the call is accepted.

Call Monitoring and Recording

The SCP has an integrated recording and monitoring system that records all calls, including TTY/TDD communications. The **automated system** is designed to be a **cost-effective** solution for correctional facilities of any size. Authorized personnel can access and monitor all inmate recordings. Authorized personnel can listen to live or archived recordings via a multi-media PC workstation or any mobile device with Internet access.

The SCP also automatically eliminates all monitoring or recording of special calls, such as inmate calls to legal counsel, by designating the number as a "private" number. The SCP prevents all attempts to record or monitor private calls. The call detail record (CDR) lists the call as "private."

CDRs and call recordings are stored online for immediate access for 12 months, and archived for the life of the contract. The SCP has the ability to burn the information to CD or DVD for additional back up as needed.

Call Termination Warning

The Securus call termination warning provides the inmate and the called party notifications of call termination by voice prompt one minute before the end of the pre-programmed call time limit. Call warnings cover a wide range of a wide range of topics, including a notification that the called party does not have sufficient funds to continue the call.

Commissary Order by Phone

Securus' Commissary Order by Phone (COBP) technology gives inmates the ability to order commissary items using the same inmate telephones used to place calls to family members and friends. To place an order using COBP, inmates can simply go to any inmate telephone and dial a designated number. The call then connects to the commissary where the inmate can place their order by following the voice prompts.

COBP **saves facility staff time** by processing commissary orders and handling commissary order complaints. By adding an additional point of sale, increased transactions on commissary items create an additional avenue to **increase the PCSO's commissionable revenue**, depending on the PCSO's contract with its commissary provider.

First Calls Free

Securus can provide the PCSO with the ability to configure free calls by both inmate and phone group through SCP's First Calls Free feature. This feature was designed to provide a means for an inmate to connect to any called party, ensuring the inmate has the opportunity to instruct the called party on how to set up a prepaid calling account. The SCP will apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Personal Identification Number (PIN) Administration

Personal identification numbers (PINs) play a key role in the functionality of the SCP. The SCP can be configured to require inmates to enter a PIN prior to making any phone call. PIN numbers are created by linking an inmate's Custody Account (all the information about an inmate, plus information such as call schedules, durations, and restrictions) to a number from nine (9) to 16 digits in length, based on the PCSO's policies. Each inmate will be issued an individual PIN.

Alternately, if the facility's jail management system (JMS) has the capability to randomly generate a PIN number, that number can be shared with the SCP during the integration process and will become the inmate's individual PIN. This option is beneficial because it enables the inmate to have immediate access (upon booking) to make a call using the PIN.

PIN operations through the SCP are highly flexible. Facilities have the ability to enable or disable PIN operations as needed at the facility, inmate account, or phone level. By using their PIN for phone calls, inmates create an audit trail that shows officers and investigators the inmate that placed the call, the date and time of the call, and the number that was dialed. PINs also enable facility staff to authorize or restrict inmates from calling specific numbers.

Site administrators have the ability to transfer PINs when inmates change housing units. Transferring PINs can also be automated through the Securus E-Imports application, web services, or a custom integration.

Voice Biometrics Identification

Securus' Voice Biometric technology verifies an inmate's identity by cross matching the inmate voice with the inmate PIN for a two-step verification process and added security of the inmate telephones. This method of identification may be used in different parts of the prison to allow or prevent access to different areas.

When using voiceprint technology, inmates are asked to say their name during the first call into the preprogrammed telephone four times. These repeated utterances of the name teach the SCP the subtle variations of the target's voice and when fully educated, enrolls the inmate into the system. The initial voiceprint becomes the basis for the inmate's personal voice verification file. The system validates their voice multiple times during enrollment, as well as when placing a call. Based on PCSO preference, inmates may also need to speak a short phrase along with their name to create the initial voiceprint.

After the inmate has registered, the inmate enters his or her PIN, and then the system prompts the inmate for name or phrase. The inmate may be asked to repeat the information if the register of the inmate's voice does not appear the same. Inmate voice matches usually take less than a second to be approved. Upon approval, the inmate can place his or her call.

Security Solutions

Fraud Management

Securus provides the most advanced fraud detection capabilities in the Corrections industry. The SCP continuously analyzes call data and system parameters to detect any anomalies. The SCP provides, at a minimum, the following fraud prevention aids:

- Accurate answer supervision
- Detection of three-way calls (patented)
- Elimination of secondary dialing (chain-dialing)
- Prevention of switchhook dialing
- Detection and prevention of DTMF (patented)

DTMF Detection and Prevention

The SCP dual-tone-multi-frequency (DTMF) detection is a fraud prevention tool included with every installation. The system, by default, does not allow the inmate to press additional digits. The SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For example, the SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. **The patented DTMF feature is only available on the SCP from Securus.**

Switch Hook Detection

The SCP will prevent any attempt by an inmate to conduct hook-switch dialing, which is a method of quickly depressing the hook switch to create a new dial tone. The SCP will disconnect a call immediately if the switch hook is pushed down or moved from its idle position. The fraudulent activities are then reflected in the CDR with a termination reason code noted.

Three-Way Conference Calling Fraud Detection

The SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature. When a three-way event is recognized by the SCP, the system will automatically take one of two actions, based on the PCSO's preference:

- Disconnect call with termination notification sent to inmate and called party
- Mark the call for later review with no interruption of the call

The SCP also has the unique ability to disable three-way call detection for a particular phone number or groups of numbers, such as a phone system for attorneys. **The patented three-way call feature is only available on the SCP from Securus.**

Investigative Solutions

ICER

Every day, inmates around the nation illegally exploit conference bridges and other types of modern telecommunications technology that allow them to speak to inmates at other facilities. The prevalence of these inmate-to-inmate communications (ITIC) endanger the safety of correctional staff, the public, and other inmates at literally every correctional facility in the nation. The ICER (Inmate Intel-Communication Evaluation and Reporting) system offers an effective solution to this problem. It detects and reports ITIC events that take place, and helps prevent such communications from happening in the future. ICER is a Securus solution and Securus manages the solution roadmap.

Investigator Pro (IPro)

Investigator Pro (IPro) is the most powerful voice biometrics solution in the industry. Using advanced voice biometrics technology developed for the U.S. Department of Defense, IPro goes far beyond the limited capabilities of standard biometric verification systems by **identifying of the inmates speaking** on a call. IPro biometrically **analyzes the entire phone call**, detecting suspicious voice prints and automatically presenting findings. It flags potential criminal calling activity and **immediately alerts investigators** to those calls. Through its near-instantaneous collection and analysis of vast amounts of information, IPro allows Securus partners the ability to **pre-empt** and **unravel criminal plans. IPro is a Securus solution and Securus manages the solution roadmap.**

Location Based Services (LBS)

Securus' proprietary Location Based Services (LBS) technology allows facilities to determine the true location of a cellular phone. LBS provides the following benefits to correctional institutions:

- Provides the called party's true location at the time of an inmate's call via a link in the CDR.
- Able to establish "Geo-Fence" perimeters around any location to notify investigators when an inmate calls a cell phone that is within the set geo-fence.
- Identifies the real-time location, on-demand, of a suspect's cell phone, including the location of where the call started and ended (requires appropriate warrant documentation).

THREADS

Traditionally, communications data available for analysis by corrections and law enforcement has resided on an individual's computer or in software that only a few agents could use. THREADS bridges the gap between law enforcement agencies and correctional facilities and enables investigators to reach from coast to coast to uncover focused leads in a matter of seconds.

When coupled with the SCP, THREADS is the largest centralized data repository and most powerful analysis software on the market. The data available for analysis includes that of any corrections facility enrolled in our nationwide community and employing the SCP:

- More than 600,000 people with billing name and address (not incarcerated)
- More than 950,000 inmates
- More than 1,900 correctional facilities
- More than 100,000,000 call records between inmates and called parties

SCP Reporting

The following reports are generated by the SCP and are available for viewing or download:

- **Calling Activity Report** - Provides details on the number and type of calls made from a telephone number at the facility.
- **Daily Call Volume Snapshot** - Shows a daily snapshot of calls and minutes compared to the daily average.
- **Monthly Call Frequency Chart** - Details the most frequently called numbers from the facility.
- **Preliminary Monthly Revenue Report** - Details all calls, minutes, and revenue for a specific date range.
- **Preliminary Daily Revenue Report** - Details all calls, minutes, and revenue for a specific date.
- **Investigation Tool** - Allows for tracking of a specific dialed numbers from any of the approximately 2,700 SCP installations.

PCSO personnel can customize the standard reports available through the SCP by easily re-defining the content of the parameter fields.

Securus Video Visitation (SVV)

Securus recommends that the PCSO adopt the Securus Video Visitation (SVV) system for the video visitation solution at the new jail. Securus is an industry leader in the rapidly growing inmate video communications market with more than 200 facility installations of the SVV, and more than 8,000 terminals deployed nationwide. Securus delivers a video visitation service that is **easy to manage** and **readily accessible** to the incarcerated community and their loved ones.

Secure Video Visitation (SVV) with Optional ConnectUs Applications	Improves efficiency of onsite visitation and delivers remote visitation. Provides advanced inmate application access to the inmate population with the installation of ConnectUs. **Security Video Visitation (SVV)** **Efficiency** • Video Visitation Dashboard • Exclusion lists • Live monitoring and recording • Multi-session live monitoring • Onsite and remote appointment scheduling • Onsite and remote video visitation • Personal Identification Numbers (PINs) Administration • Recordings archived for playback • Registration (Photo ID required) • Visitation rules • Visit Countdown Clock **Security Solutions** • Reduced man-hours • Reduced contraband • Reduced inmate and visitor movement • Reduction of violence within jail **CONNECTUS** • Hosted by Securus • Applications • Phone Call
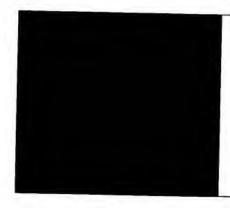
	• Video Visitation
	• Commissary (Securus provides all required integration at **no cost**)
	• Education
	• Inmate Forms and Grievance
	• Inmate Handbook and Documents
	• Inmate Videos (MP4s)
	• Law Library

Efficiency Solutions

Video Visitation Dashboard

Securus understands that for video visitation to work effectively within the unique demands of the corrections environment, it must be **user-friendly** and **intuitive** for the PCSO staff. The SVV Dashboard was developed to enable users to quickly and easily manage all of the facility tasks associated with video visitation, including:

- User account approval and management
- Schedule management
- Reporting
- Live monitoring
- Playback of recorded sessions
- Information portal for applications such as Sick Call, Emergency Call, and commissary ordering

Onsite Video Visitation

In a traditional application of SVV, the visitor schedules the video session by going to the SVV website or contacting the corrections facility directly. The visitor arrives at the facility's visitation area at the appointed time and is escorted to a terminal. When prompted, the inmate confirms identity using password authentication and the session is started automatically, requiring no further officer intervention until the session ends.

Remote Video Visitation

The remote visitation option in SVV allows remote visitors to securely communicate with inmates from outside the facility via a broadband Internet connection. Once the remote visitors access the SVV website, they may select the facility and inmate for the visitation. The visitors are then able to visit with the inmate online and pay for the session with a credit or debit card. Prior to ending the session, visitors can create, edit, and delete future video meetings. **No facility staff time is required for remote video visitation.**

Live Monitoring and Recording

One of the primary advantages of implementing the SVV is the ability of correctional officers and investigators to monitor and record visits in real time. Full monitoring of video visitation sessions is available to authorized personnel onsite or from remote locations using any device that has Internet access. This capability not only **creates new investigative opportunities**, but can also have a real impact on **reducing violence within jail walls**. Video visitation recordings are stored for immediate access for 30 days.

Exclusion List

A User Exclusion List allows authorized administrative users to configure inmate visitation eligibility within the SVV application through a configurable Block List or Allow List. Administrators can either allow or block an inmate's name from appearing on the visitation scheduling website accessed by family members and friends. Alternatively, a custom message can be displayed when a family member or friend attempts to schedule visitation with a restricted inmate.

Visitation Rules

The Securus Visitation Rule engine is the most robust in the industry. Visitation Rules allows the **creation of quotas** for the frequency of visitation by user, terminal, location, user group, and site. This feature allows authorized facility personnel to create and enforce an extensive number of visitation policies.

Scheduling

User Account Set-up and Scheduling Features for Family Members and Friends

All account set-up and scheduling features for family members and friends are Web-based and accessible from any standard browser. The software provides a simple user interface, which enables account set-up and scheduling to be completed in just minutes. The scheduling feature supports multiple facilities in multiple locations with multiple housing units, making it easy to find the desired inmate. Other key benefits of the interface include:

- Automatically displays only the visitation times and dates that are available
- Automatically sends an email confirmation when a visit is scheduled, modified, or cancelled
- Allow users to easily change their personal information

User Account Control and Scheduling Features for the Facility

The SVV allows authorized facility users to have secure, Web-based access to account controls and scheduling features anytime and anywhere. The facility interface allows corrections officials to simply "point and click" to view user information, and easily approve or reject inmate visitation rights. Authorized users can also view, manage, report, and modify scheduled visits, and review historical staff usage through system user logs.

Security Solutions

The SVV enables correctional facilities to conduct remote visitations safely, securely, and with **fewer burdens on staff**. Inherent benefits include:

- **Enhanced facility security** by reducing the possibility of inmate confrontation
- **Reduction in inmate and visitor movement** through a facility
- **Improved inmate ability to communicate** with legal representation, bail-bond representatives, family members, and other persons authorized by the facility
- **Reduction in contraband** infiltration
- **Increased inmate and visitor morale** with increased opportunities to visit
- **Reduced man-hours** needed to escort inmates and visitors to visiting areas
- **New revenue stream** for the facility through paid remote visitation sessions

SVV Reporting

The SVV allows authorized facility administrators to generate two (2) primary reports:

- **Recorded Session Details Report -** Provides information on previously recorded visitation sessions
- **Appointment Details Report -** Provides information on past, present, and future scheduled visitation sessions

The reporting function allows for maximum configuration and customization by PCSO staff. Search parameters include start and end date, User ID, Appointment ID, Visit Status, Inmate Location, Inmate Terminal, Visitation Type, Visitor Location, Visitor Terminal, and User Group name. Report results are completely dynamic and change based on the information being requested.

ConnectUs (KIOSKS)

Securus' cutting-edge ConnectUs software transforms the SVV terminal into an inmate self-help kiosk. ConnectUs **automates critical operations** for correctional facilities while delivering unlimited applications to inmates. It essentially changes the way inmates access communications services within a corrections environment. Built on proprietary technology and delivering the most advanced, **easy-to-use** design, ConnectUs allows Securus to host phone calls, video visitation sessions, grievances, commissary ordering, and a number of other services. Based on facility directives, the ConnectUs operating system completely manages the inmate community's experience, including what applications are available, when they are available, and to whom they are available. ConnectUs **automates traditionally manual operating processes** of facilities. Specific ConnectUs applications include:

- **Phone Call App** – speak to loved ones using the SCP. Calls are monitored and recorded and are completely secure.
- **Video Visitation App** – video visits from the inmate's pod, eliminating the need for movement inside the facility.
- **Commissary App** – devices can be used to place commissary orders. Securus will provide all integration required with the commissary at the new Polk County jail at no cost.
- **Education Assistance** – leverages the Edovo platform that includes a differentiated literacy platform, exploration library with thousands of hours of books and videos, full Spanish content and interface, and personalized GED and HiSET prep programs.
- **Inmate Forms and Grievance App** – form submission and routing tool that allows inmates to submit grievances and other forms electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.
- **Inmate Handbook and Documents App** – the Polk County Jail inmate handbook and other .pdf documents can be accessed through the Inmate Handbook and Documents app. Inmates can access information without the PCSO having to print or distribute documents.
- **Inmate Videos (MP4s) App** – upload any MP4 video, such as a video version of the inmate handbook, a jail orientation video, or a tutorial on how to use other apps.
- **Law Library App** – adhere to legal obligations and reduce costs as inmates perform their legal research online. The app provides full access to complete legal resources without the need for transporting inmates to a facility library or special computer. The app includes nightly automated updates at no cost.

Optional Technologies: Tablet Services

The Securus SecureView Tablet was developed through consultation with multiple state and county entities to incorporate the best features desired by all agencies. SecureView Tablets have been designed to be flexible and customizable to meet specific partner requirements and inmate needs. Correctional facilities desire to allow inmates access to education, training, music, video visitations, scheduling, and banking. Each of these services can be provided through our SecureView Tablet solution, and many of these applications are already available. Securus has deployed its tablet solution in over 200 facilities, and over 100,000 Securus tablets are in the hands of inmates.

SecureView Tablets	The SecureView Tablet benefits both inmates and facilities. Key benefits include increased inmate productivity, **improved facility efficiencies, improved safety for inmates and officers, better opportunities to increase post-release employment, and more opportunities to decrease recidivism.** **Tablet Applications** • Outbound Phone System • EBooks • Education • Games • Inmate Services • Law Library • Music • Podcasts • Religion

Tablet Applications

- **Outbound Phone System** – The Outbound Phone System app allows inmates to speak to loved ones using the SCP. All calls can be monitored and recorded. Since all calls go through the SCP, they are completely secure.

- **EBooks** – The EBooks app provides access to books based on book type (fiction, non-fiction, fantasy, and adventure). The app allows an inmate to choose the book to read and may upload it to the tablet device, based on PCSO policies.

- **Education** – The Education app leverages the Edovo platform that includes a differentiated literacy platform, exploration library with thousands of hours of books and videos, full Spanish content and interface, and personalized GED and HiSET prep programs.

- **Games** – The Games app allows inmates to play over 25 different card games, as well as Sudoku.

- **Inmate Services** – The Inmate Services app gives inmates access to Polk Count Jail policies and procedures, real-time notices from staff, and a process to report grievances.

- **Law Library** – The Law Library app allows the PCSO to adhere to legal obligations and reduce costs as inmates perform their legal research online. The app provides full access to complete legal resources without the need for transporting inmates to a facility library or special computer. The app includes nightly automated updates at no cost.

- **Music** – The Music app provides categorical music to inmates which may be streamed and stored on the tablet device, based on PCSO policies.

- **Podcasts** – The Podcasts app provides informational podcasts to inmates. Categories include self-help, religious, vocation, education, and sports information.

- **Religion** – The Religion app offers publications from a variety of religions for spiritual guidance and growth.

Implementation, Service, and Maintenance

Implementation Plan

Securus has developed a preliminary implementation plan that includes all of the required components of the proposed PCSO solution. The plan includes a complete, turnkey installation of equipment, facilities, and telephony connectivity for inmate communications services. Securus has developed installation and cut-over procedures that minimize disruptions and maximize customer satisfaction.

Securus has a proven track record of providing successful turnkey implementations for state, county, and city facilities. Over the last three (3) years, our teams have completed nearly 2,700 installations of our network platform, and has averaged a 4.6 (out of 5) customer satisfaction rating every year. The PCSO-specific Project Plan can be found in Attachment 4 of this document.

Installation

Securus Installation Technicians will travel to each facility location and complete any pre-installation activities in preparation for cut-over. The pre-installation activities can include pre-wiring, hardware staging, or telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus team will coordinate all cut-over activities with the PCSO team to ensure a seamless transition of service. The transition of service can be coordinated for after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the PCSO team at least five (5) business days in advance.

During the cut-over, the Securus team performs a thorough inspection of the installation and resolves any issues before finalizing the implementation. The installation technicians will perform a final walk-through with the PCSO team.

Integration and Interfaces

Securus has proven experience with integrating our solutions with a wide range of technologies, and developing the requisite interfaces. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases. We have a dedicated Integration and Interfaces Department that has the expertise and flexibility to work with facility-owned systems, JMS, offender management systems (OMS), commissary providers, banking services, and kiosk vendors.

Customer Service

Technical Support Center (TSC)

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support

management team is five (5) years and our technicians average four (4) years. The Securus TSC will serve as a single point of contact for PCSO staff to request service **24/7/365.**

Network Operations Center (NOC)

The Securus Network Operations Center (NOC) provides **24/7/365** monitoring for all Securus systems, including SCP, network, back-office systems, and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.

Family and Friends Call Center

The 150 Securus associates at the Family and Friends Call Center assist inmates' family members and friends that are using our multiple communication channels. We provide dedicated, U.S.-based customer service **24/7/365.** Our associates assist family members and friends on new products and services, managing account notifications, and resolving with account creation and funding, billing and payments, blocked phone numbers, information complaints.

Maintenance

Field Services

The TSC team has the primary responsibility for resolution when a maintenance issue occurs. If the issue requires onsite service, our dispatch team contacts the assigned Field Service Technician (FST) and establishes an estimated time of arrival. The dispatcher or the FST immediately (less than one hour) communicates the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the maintenance issue and perform the necessary repairs. Upon resolving the primary issue, the FST will perform a complementary system check to detect any unreported issues and conduct preventative maintenance checks while onsite.

Quarterly Upgrades

With software updates provided four (4) times per year, Securus will keep the PCSO on the cutting edge of technology with system upgrades at **no cost**. Because the SCP operates on a centralized platform, Securus can customize our solution to your specific needs, both today and well into the future.

Training

Securus will provide product training on all features of your new inmate communications solution. Experienced Securus employees will conduct all training either through online instructor-led classes, or one-on-one and classroom training sessions onsite. We deliver standard training, using both instructor demonstrations and hands-on instruction, to ensure that each trainee is comfortable with all system concepts. Training will be provided at **no cost** throughout the life of the contract.

Conclusion

Securus looks forward to building a partnership with the PCSO. We are confident that the robust solution proposed by Securus will meet or exceed all of your needs. By partnering with Securus, the PCSO has a vendor that has the **technology, financial resources, experience, equipment,** and **exceptional service** needed to deliver the industry's leading inmate communications solutions. Securus couples its industry-leading technologies with attractive financial incentives to deliver an inmate communications solution that is second to none.

GENERAL SPECIFICATIONS

General Specifications

The Communication System shall include inmate telephone, inmate kiosks, optional inmate tablets, and video visitation. The selected Vendor must have the ability to partner with "MailGuard®" mail services to provide electronic mail delivery.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Inmate Communication System Solution will include inmate telephones, inmate kiosks, optional inmate tablets, and video visitation solutions. Securus will partner with MailGuard® mail services to provide electronic mail delivery.

Securus is the largest provider of inmate communications in the state of Florida and has an unparalleled service infrastructure. A few of our customers in the state of Florida include Florida Department of Corrections, Marion County, Alachua County, Seminole County, Broward County, and Palm Beach County to name a few.

Securus will provide its own inmate telephone platform, inmate video visitation stations that will provide additional capabilities and serve as a kiosk without the need for any subcontractors.

The system shall meet or exceed the following requirements for PCSO personnel:
- **Be a centralized Web-Browser-based application, which is available securely from anywhere at any time.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus platforms proposed are centralized Web-Browser-based applications, which are available securely from anywhere at any time.

The Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide our customers the ultimate inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

> ## Searching for Answers
> The PCSO investigators can perform searches on any kind of information captured in the system, putting one of the most robust tools in their arsenal literally at their fingertips.

SCP's user interface is the PCSO's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone, restrict a phone, change a blocked number, and turn on or off features and applications — all in real time. All of the completely integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

- Increased efficiency for staff
- Increased flexibility

- Quicker "on-demand" access to call detail records and call recordings
- Unequalled investigative access to potential criminal activity

- **System interface to control the phones shall be intuitive.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus platforms proposed are distinguished in their ability to be intuitive, easy to use, and less labor intensive.

- **Interface shall be based on security level and password protected with the ability to restrict authorization by IP address.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to anyone using the different features of the SCP.

The administrator may modify the initial access levels or create additional levels based on facility clearance objectives for each tool. SCP generates a user log with the user name, time of access, and modules accessed.

Each user has access rights assigned by the administrator, allowing the County to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

In addition to limiting users to IP addesses, for even more security and control, user access can be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM and their access blocked outside the facility.

SCP provides flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by location, length, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If a user does not change their password before expiration, the user must contact the site administrator for password reset. This administrator assigns a random password and requires the user to create a new password when they log in.
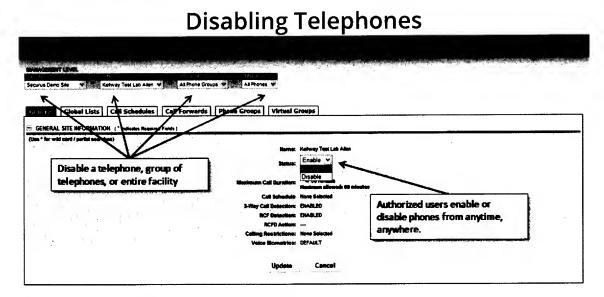
- **PCSO personnel must have the ability to manually shut down the system in case of emergency.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) provides complete flexibility to disable telephone use at any time of day through user interface or use of manual cut-off switches.

User Interface Cut-off

SCP allows authorized users to disable a telephone, group of telephones, or all facility phones using any personal computer with access to the Internet. Securus is one of the only providers to offer this capability anytime, from anywhere, 24 hours a day, seven days a week. This function allows authorized users to either kill the call immediately or allow current calls to finish while not allowing any new calls.

Disabling Telephones

Manual Cut-off Switches

The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or officer towers, as required.

The system shall meet or exceed the following inmate usage requirements:
- **Allow voice identification through biometric voice validation technology requiring the inmate to speak a pre-recorded phrase to verify the voice matches the PIN owner before allowing the call to be made.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus in its offering is providing an enhanced method of voice identification that surpasses Polk County's requirements. This method is wholly-owned by Securus and is unique in its ability to identify inmates throughout the term of the call. This capability can assist PCSO staff and investigators in identifying such fraud as PIN sharing, three-way call abuse, and debit theft. This capability known as Investigator Pro (IPro) is outlined in the "Biometric Voice Identification" section of our Response.

- **Allow outgoing calls only.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

To ensure maximum security to the system, Securus provisions the trunks in the SCP data center as outgoing-only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

- **Allow the inmate to choose from language selection.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus automated operator uses clear, concise, professionally recorded voice prompts to assist the inmate through the calling process. By default, the Securus Secure Call Platform (SCP) offers language prompts in both English and Spanish. Securus can provide additional languages on request. SCP can be configured to provide prompts in as many as nine languages.

Some examples of languages that Securus has implemented in the past include:

- Afrikaans
- Arabic
- Bahasa
- Bulgarian
- Chinese (all dialects)
- Creole/Haitian

- Hebrew
- Hindi
- Hungarian
- Icelandic
- Italian
- Japanese

- Slovak
- Slovene
- Somali
- Spanish (U.S., Mexico, Puerto Rico, Central and South America, Castilian dialects)

- Croatian
- Czech
- Danish
- Dutch
- Estonian
- Finnish
- Flemish

- Javanese
- Kannada
- Korean
- Latvian
- Lithuanian
- Malay/Malayalam
- Marathi

- Swedish
- Tagalog
- Taiwanese
- Tamil
- Telugu
- Portuguese (Brazil and Portugal dialects)

- French (Canadian and Parisian dialects)
- German/Bavarian
- Greek
- Gujarati

- Norwegian
- Polish
- Punjabi
- Romanian
- Russian

- Turkish
- Urdu
- Ukrainian
- Vietnamese

- **Allow configurations for call duration, location, inmate Account / PIN or by telephone location.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus SCP platform allows for configurations of call duration, location, PIN, or by telephone location.

- **Notify the inmate and called party, of any limits in advance of the system terminating the call, voice prompts in English and Spanish.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus call termination warning provides the inmate and the called party notifications of call termination by voice prompt in English or Spanish one minute before the end of the pre-programmed call time limit. All call records contain a reason for termination code indicating why each call ended. Examples of termination reasons are:

- "The person you called has hung up. Goodbye."
- "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
- "The number you called is busy. Please try again later. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "No third party calls are allowed. This call is being terminated. "
- "Your PIN is inactive. Please hang-up and try your call again at a later time. "
- "Thank you for using [brand name] {Securus}."
- "No calls are allowed at this time. Goodbye."
- "Your call was not accepted. Goodbye.
- "You have entered an invalid response, please hang up and try your call again. Goodbye."
- "Your allowed numbers list is full. Goodbye."
- "The number you dialed is not on your approved calling list. Goodbye."
- "This call is being terminated by the facility. Goodbye."
- "The prepaid account balance is lower than needed to place this call."
- "You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."
- "Please hang-up and try your call again at a later time."
- "That is not a valid mail box Id. Thank you for using {product name}. [Example: the Crime Tip System] ."
- "The number you dialed is blocked from receiving collect calls at this time. Goodbye."
- "The number you dialed is blocked from receiving calls at this time."
- "Your account has been suspended. Goodbye."

- "That number is restricted. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "You have entered an invalid telephone number."
- "Your PIN is not authorized for use at this facility."
- "That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time."
- "You have reached your maximum number of calls allowed."

- **Must allow for integration with third party vendors to provide the ability to automate the commissary ordering process via telephone/kiosk/tablet.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Platforms will integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone/kiosk/tablet. The options to do so are outlined below.

Commissary Order by Phone

The Securus Commissary Order by Phone product allows inmates to order commissary items using the same inmate telephones they use to place calls to friends and family members.

This product saves facility staff the time processing commissary orders and handling order complaints. Commissary Order by Phone frees your staff to focus on important activities like safety and security. Your facility will see an increase in sales of commissary items by offering an additional point of sale increasing commissionable revenue.

Inmates can place orders when and as frequently as needed, using Commissary Order by Phone. The ordering process is convenient, easy, and accessible and does not require facility staff. To place an order, inmates go to any inmate telephone and dial a designated number. The call then connects to the commissary's IVR where the inmate places their order by following the voice prompts and pressing keys on the phone keypad.

Commissaries also benefit from Commissary Order by Phone. Another point-of-sale increases commissary revenue and improved inventory turn times.
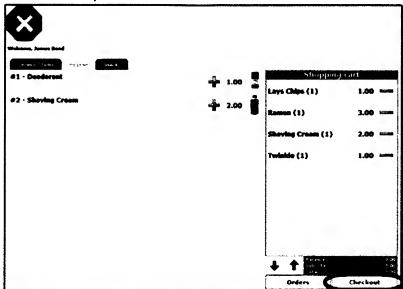
Securus Commissary Order Kiosk Application

Our Commissary Order Application:
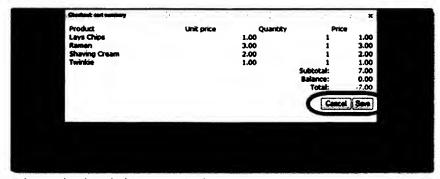
- Automates manual processes
- Enables staff to focus on security
- Eliminates the introduction of potentially dangerous items, such as pens and pencils
- Allows Commissary vendor to access orders anytime/anywhere
- Provides a higher quality of service to inmates

The following illustrates the steps to place an order using Securus Commissary Order Application:
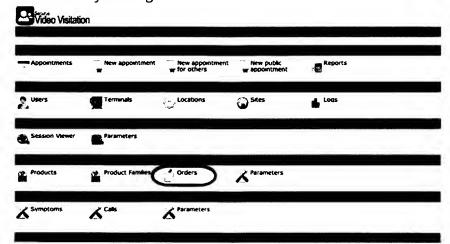
1. Select the "Commissary" application from the multifunction terminal

2. Add items to the shopping cart by selecting the "+" icon
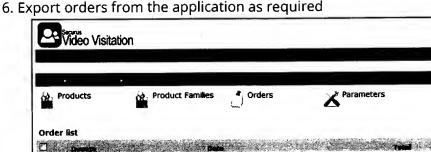
3. Click "Checkout" to complete the order

4. Confirm the order and select either "Cancel" or "Save"

5. Review the order by clicking on "Orders"

6. Export orders from the application as required

ConnectUs™-enabled devices continue to be useful even when telephone and visitation hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have an immediate impact on commissary revenue.

Benefits

- Eliminate the need for multiple inmate terminals or kiosks
- Increase efficiency by automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

The system shall meet or exceed the following friends and family usage requirements:
- **Must provide active acceptance by the called party.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP requires active "called party" acceptance using touch-tones to complete calls. When the called party answers the phone, SCP's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on their telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

- **Must provide proactive account set-up for called parties who are not able to accept collect calls.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Instant Pay™ Program

When an inmate at your facility attempts to make a call, our validation system will attempt, through multiple means, to connect the call. If the called party does not have a prepaid or

post-paid accunt established with Securus, or we are unable to process the call due to local phone company or other restrictions, the call will route to our Instant Pay™ platform. Called parties will be given the option to receive and pay for a single call immediately using one of our Instant Pay™ options rather than be blocked. With Instant Pay™, called parties hear a promotional messaging offering the following options:

- **Pay Now™** – Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid, AdvanceConnect™ account.

- **Text2Connect™** – Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. The called party's mobile provider charges for the message their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. **Text2Connect™** is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

The Instant Pay™ Program with Pay Now™ and Text2Connect™, from Securus, is unlike any competitive solution because it enables an inmate's critical "first call." The program also creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay™ program's ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

- **Must notify the called party when they have reached a set balance of its site or personal credit limit.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

AdvanceConnect customers will receive up to three, automated courtesy calls when their account balance falls below $10.00. When the customer answers the automated call, they are given the option to be connected with Securus customer service to fund their account. Based on our experience with hundreds of facilities similar to the PCSO this arrangement is the most effective at making sure inmates and their friends and families stay connected.

When a customer's AdvanceConnect account falls to a zero balance or a balance of less than the average cost of a call, the customer will be blocked from receiving future calls. Our AdvanceConnect customers will receive up to three more automated courtesy calls.

TELEPHONE SYSTEM

Telephone Equipment and Call Specifications
The telephone equipment shall include, but not limited to the following requirements:
- **Comply with FCC regulations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Technologies, Inc. is registered to provide pay telephone service. Securus certifies by this statement that we comply with all state and federal laws, regulations, and requirements pertaining to the provision of inmate telecommunications services. As laws, regulations, and/or requirements change, Securus revises our practices and procedures, as needed, to remain in compliance.

- **Durable, non-coin operated construction suitable for jail environments.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

The Wintel® model 5010 phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Cold rolled stainless steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance.
- Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering

- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

- **Able to utilize current available PCSO desktop computers and scalable to meet the PCSO's growing needs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP increases usability by providing anywhere, anytime access for authorized personnel from any laptop, desktop computer, or mobile device. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time from any Windows-based computer with access to the Internet allowing your investigators to follow the leads wherever they may go.

The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

- **Include backup power in the event of temporary loss of commercial power. (preferred)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on County premises. Securus commonly uses Powerware 5115 UPS, which eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

Powerware 5115 UPS

The Powerware 5115 rack mount UPS is a high-density power quality and backup power protection solution ideal for servers, storage systems, network equipment and other critical devices. Delivering basic surge protection and backup power, the Powerware 5115 rack mount UPS additionally offers the best UPS power protection against five of the nine common power quality problems. The slim design and wide range of UPS system installation possibilities make the Powerware 5115 rack mount UPS the most versatile UPS power quality solution available.

- **Utilize Personal Identification Numbers (PIN) for the inmates configurable, nine (9) digit minimum to sixteen (16) digit maximum.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

With the Securus Secure Call Platform (SCP), each inmate telephone is individually programmed for Personal Identification Number (PIN).

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

- **Ability to auto create PINS with no duplicate PIN numbers.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides an automated PIN management system called E-Imports that can off-load facility labor required to enter PINs manually. This PIN management system prevents any possible duplicate PIN numbers from occurring.

- **Prevent a particular PIN to be used by two inmates at the same time.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

PINs are restricted to be used at the same time thus preventing two inmates from using the same PIN at the same time.

- **Allow calls to be monitored, disconnected, interrupted and recorded. Recordings shall be maintained centrally on SAN storage technology.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) alllows calls to be monitored, disconnected, interrupted and recorded. Recordings shall be maintained centrally on SAN storage technology.

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process.

SECURUS Technologies

Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also diplays any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," or "getting acceptance."

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as "private" on the user interface.

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Securus facilitates anywhere, anytime, immediate access to stored recordings online for the contractually-required length of time. Securus stores call recordings in centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24 hours a day, seven days a week, and 365 days a year.

For redundancy, SCP writes all recorded calls to two separate Storage Area Networks (SANs), using two separate connections. Securus also archives all call recordings to an offsite storage facility for the third layer of redundancy. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any drive (such as a removable flash drive).
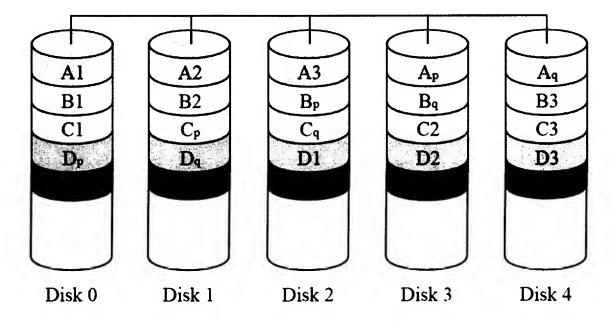
The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premise-based systems needed manual backup schemes that are no longer necessary with SCP. SCP uses Storage Area Networks (SANs), special-purpose, high-speed networks that interconnect different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, and optical jukeboxes) with associated data servers.

The SAN architecture makes all storage devices available to all servers on the network. The SAN solution delivers complete scalability for a facility's storage requirements and supports disk mirroring, backup and restore, archival and retrieval, data migration from one storage device to another and the sharing of data among different servers in a network.

New storage devices added to a SAN become accessible from any server in the network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver superior performance and fault tolerance to disk failures ensuring data are no longer susceptible to

drive failures. Accordingly, the SAN provides facilities with the ultimate protection against drive or server failures.

Within the SAN, SCP utilizes a combination of several RAID technologies including RAID5, RAID6, and RAID10. Even if one of the hard disk drive fails during the data recovery process, the system will continue to operate without data loss.

The Securus SAN has more than four (4) petabytes of storage space and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

- **Recordings shall be available, for download via user interface, for a minimum of 180 days.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will retain storage throughout the life of the Agreement.

BIOMETRIC VOICE IDENTIFICATION
The inmate telephone system shall include biometric voice identification technology to allow the PCSO to enroll, validate, monitor, and continuously identify all inmates speaking on phone calls.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
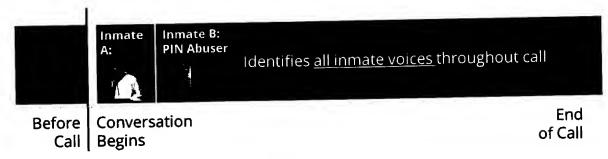
Securus provides the ability for PCSO to enroll, validate, monitor, and continuously identify all inmates speaking on phone calls through Investigator Pro (IPro). IPro is a powerful evidence-gathering and investigative analysis tool. It uses state-of-the-art technology to identify the voices of inmates over telephone calls and exposes inmates who attempt to hide their identities to engage in further criminal activity.

Securus Technologies announced the acquisition of JLG Technologies on June 11, 2014. JLG Technologies, LLC is the leading supplier of continuous voice biometric analysis and investigative tools to the corrections and law enforcement sectors. "We are very happy to be able to combine with JLG Technologies, LLC and their affiliates – Voice Analytics, LLC and JLG ICER Technologies, LLC," said Richard A. ("Rick") Smith, Chief Executive Officer of Securus Technologies, Inc. **"They have the best continuous voice biometric technology in our industry – very sophisticated software that not only identifies unauthorized users on a particular call, but goes on to identify the user's identification."** "Jay L. Gainsboro, President and Founder of JLG Technologies has been our partner for more than five (5) years – we regard Jay as one of our industry's 'chief scientists' and have a deep respect for his work. We have done business with Jay and his team for a long time – and it was the right time to put our teams together to bring even more sophisticated products to market. **JLG Technologies, LLC currently has over 40 active patent applications at the U.S. Patent Office and expects the first of them to be issued within 12 months – so they have developed a valuable intellectual property portfolio."**

The biometric voice identification system shall include, but not limited to the following:

* **Provide continuous, real time identification of all inmates speaking on a call.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Continuous, Multi-Speaker Voice Identification

| Inmate A: | Inmate B: PIN Abuser | Identifies all inmate voices throughout call |

Before Call | Conversation Begins | End of Call

Pre-Call Verification only assures inmate is present at **start of call**
Periodic Voice Verification looks for inmate to be **present at points** during call
Continuous Voice Verification only detects if the **PIN owner** is **present** throughout the call

Continuous Multi-Speaker Voice Identification **detects all inmate identities on every call and continuously gathers and analyzes intelligence** while identifying suspicious calls for investigators

Investigator Pro is the ONLY Continuous Voice _Identification_ tool available in the industry today...

- **Function covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Investigator Pro will function covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.

- **Perform continuous voice analysis for the entire duration of the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Investigator Pro performs continuous voice analysis for the entire duration of the call.

Continuous, Multi-Speaker Voice Identification

| Before Call | Conversation Begins | | End of Call |

Pre-Call Verification only assures inmate is present at **start of call**
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Continuous Multi-Speaker Voice Identification **detects all inmate identities on every call and continuously gathers and analyzes intelligence** while identifying suspicious calls for investigators

Investigator Pro is the ONLY Continuous Voice _Identification_ tool available in the industry today...

- **Identify the actual identity of all inmates speaking on the call including the inmate who initially pre-validated and all other inmates who enter the call at any point during the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus IPro identifies the actual identity of **all** inmates speaking on the call including the inmate who initially pre-validated during the call. Securus has the unique ability to search for any unidentifiable voice that is heard on calls made from their facility, regardless if they are in the facility currently or not.

Investigator PRO will return these calls, along with a confidence rating, where that voice can be heard on either the Inmate or Called Party's side of the call. Investigator Pro's search engine then has the ability to establish a unique call signature for the unknown party's voice and search the entire call record database to find each occurrence of that particular voice signature on all non-privileged calls. This feature is especially valuable when trying to identify all calls in which the called party's voice appears with multiple inmates, as well as the ability to identify called parties who were former inmates within your facility. This expanded capability, unique to Securus, will enhance security threat group monitoring and provide greater investigative depth than ever before realized in identifying individuals on a call.

- **Capable of detecting PIN sharing or stealing amongst inmates and identify the inmates who are fraudulently using another inmate's PIN number.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Investigator Pro is a "higher-order" voice biometric technology than our competitors which focuses on validating the inmate PIN before the call is placed by forcing a comparison against a registered voice pattern. Our competitor's technology can be used to help stop PIN stealing but does nothing to identify who attempted to steal a PIN or to detect or prevent PIN sharing – where the rightful inmate initiates the call and then hands the phone over to another inmate.

Securus' IPro Technology will not only detect PIN sharing or stealing, it will identify the parties involved in this fraud.

- **Display a numerical confidence rating of the actual identity of all inmates whose voices are detected on each call, whether the PIN owner or not.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' IPRO will display a numerical confidence rating as to the likelihood of a match of the identity of all inmates whose voices are detected on each call, whether the PIN owner or not.

IPRO will return these calls, along with a confidence rating, where that voice can be heard on either the Inmate or Called Party's side of the call. Investigator Pro's search engine then has the ability to establish a unique call signature for the unknown party's voice and search the entire call record database to find each occurrence of that particular voice signature on all non-privileged calls. This feature is especially valuable when trying to identify all calls in which the called party's voice appears with multiple inmates, as well as the ability to identify called parties who were former inmates within your facility. This expanded capability, unique to Securus, will enhance security threat group monitoring and provide greater investigative depth than ever before realized in identifying individuals on a call.

- **Capable of recognizing a single voice by incorporating multiple voice factors such as spoken words or phrases, accents, inflections, and pronunciations to identify a specific individual.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT

Securus' IPRO is capable of recognizing a single voice by incorporating multiple voice factors such as spoken words or phrases, accents, inflections, and pronunciations to identify a specific individual. Additionally Securus provides the ability to search specifically by an inmate's voice regardless of the PIN number used. This VoiceSearch capability and ease of use is outlined below.

- **Capability to run queries on the database based on the inmate's voice, not just by the PIN number in order to identify all calls on which a specific inmate has spoken.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' solution is capable of running queries on the database based on the inmate's voice, not just by the PIN number in order to identify all calls on which a specific inmate has spoken.
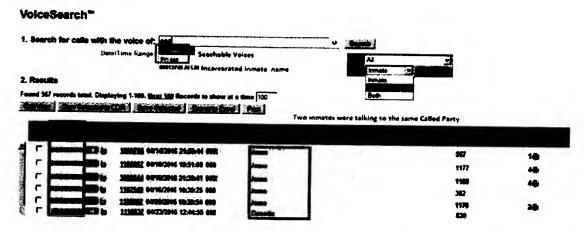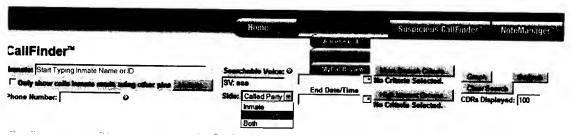
Called Party's Voice Search

Called Party's Voice Search: Securus' Advanced Called Party Voice Search capability provides investigators with the unique ability to search for any unidentifiable voice that is heard on calls made from their facility, regardless if they are in the facility currently or not. IPRO will return these calls, along with a confidence rating, where that voice can be heard on either the Inmate or Called Party's side of the call. Investigator Pro's search engine then has the ability to establish a unique call signature for the unknown party's voice and search the entire call record database to find each occurrence of that particular voice signature on all non-privileged calls. This feature is especially valuable when trying to identify all calls in which the called party's voice appears with multiple inmates, as well as the ability to identify called parties who were former inmates within your facility. This expanded capability, unique to Securus, will enhance security threat group monitoring and provide **greater investigative depth than ever before realized** in identifying individuals on a call.

Searching using a Searchable Voice can be done on either the VoiceSearch or CallFinder screens located under the Advanced Searches tab in IPRO. CallFinder provides additional search criteria options which include High Interest Group and PIN abuse options.
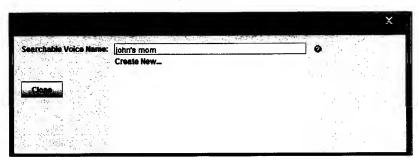
VoiceSearch Option
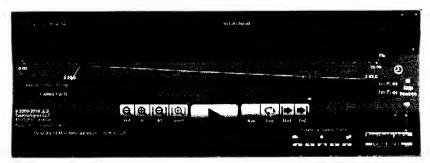
CallFinder Option

1. Enter the Searchable Voice of interest in the Searchable Voice Box.

2. From the dropdown, choose which side of the call (inmate, called party, or both) where you would like to search for this voice.

3. Choose any search options of interest from the "More Search Criteria", "High Interest Groups", Phone Number, or Inmate PIN used.

4. Click on Search to return all calls where this voice was detected. Note: the Voice Score reflects the confidence of the system in finding the voice of interest.

Creating A Searchable Voice

1. When a voice of interest is discovered on a call, click Searchable Voice in the lower right hand corner of the CallPlayer.
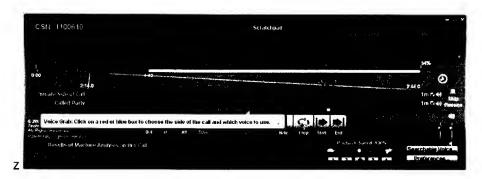
2. Give the Searchable Voice a name. This is the name you will use during your search. You can change/delete it later. Start to type the name of reference for the voice sample. If the voice does not exist, click on "Create New".
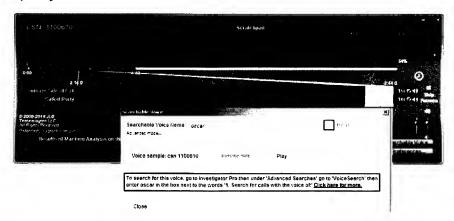
Inmate Enrollments are not searchable voices at this time. Searchable Voices are not shared with other users. They are personal collections accessible only to the user who created them.
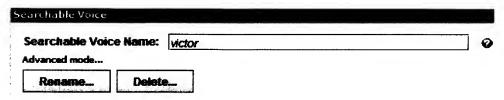
3. You will then be directed to click on the voice on the side of the call you are creating: inmate (red) or called party (blue). Click a red or blue segment where the voice you want is talking.

4. Once you click on the segment of the call where you hear the voice of interest, the Searchable Voice will be created. You will be directed to VoiceSearch for finding more calls with this voice detected on the inmate, called party, or both sides of the call.

**Advanced Mode option provides a means to either rename or delete the Searchable Voice you have created. Call details are also provided with the ability to play a sample of the Searchable Voice. For more information, click the Help icon ❓ which provides access to this document.

- **Provide alerts when inmates other than the PIN owner appear on a call.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Investigator Pro analyzes voice data immediately after call completion. Alerts are instantly available after each voice analysis. Unlike competitive offerings, investigator Pro analyzes every second of every call. Intermittent verification on other platforms allows inmates to converse undetected by passing the telephone when verification is requested.
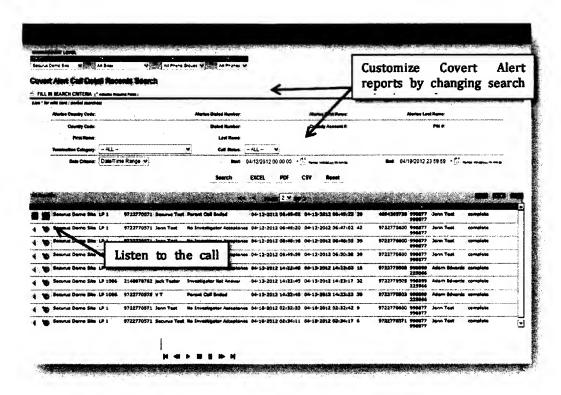
The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.

SCP's Covert Alert feature enables the PCSO to assign a "Covert Alert" status to inmate PINs, phones, or dialed numbers. When a call with a Covert Alert status takes place, SCP connects it to an investigator's phone number, allowing real-time monitoring of the call.

Summary of Additional Covert Alert Features

- Send calls to multiple phone numbers simultaneously, allowing multiple investigators to monitor a call.
- Send calls to any phone number within the facility or across the United States.
- Configure to require a PIN to listen to the call for extra security. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at the Polk County Jail. To accept this Covert Alert call, please enter your investigator PIN now."
- Send emails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call.
- Mute the investigator telephone, so the inmate and the called party are not alerted to call monitoring.
- Configure to allow investigators to enter a predetermined code and "Barge In" to the call to speak to both the inmate and called party.
- Allow investigators to immediately disconnect a call.
- Configure to be excluded from SCP Live Monitoring, restricting the monitoring of Covert Alert calls to only those investigators who are programmed to receive them.
- Configure to bridge to investigators to the call before connection to the called party or upon called party acceptance.
- Run reports by authorized staff to view alerts triggered during a specified date and time range. Users can export results to Excel, PDF, and CSV file formats. Search criteria includes: "alertee" phone number (the investigator receiving the Covert Alert call), dialed phone number, inmate PIN, inmate first and last name, call termination category, call status, date and time range of call.

Covert Alert Call Detail Report

Customize Covert Alert reports by changing search

Listen to the call

Covert Alert Used with Other SCP Features

Covert Alert is an invaluable tool for investigators, allowing them to monitor live conversations of inmates and called parties from anywhere in the world while they are taking place. This feature can be used in conjunction with many other SCP features to enhance investigations. Examples include:

- **Billing Name and Address Lookup** – Investigators can run a Covert Alert report in SCP and click on the dialed number to access a pop-up box providing the billing name and address of the dialed number. This turns a simple phone number into usable data. By using simple mapping features, investigators can even view the address on a map.

- **Call Tracker** – Investigators can run a Covert Alert call and then add it to an investigation or case through Call Tracker. From there, staff can add a tracking number, gang affiliation, and any other notes to the call. Additionally, this feature allows authorized users to either keep the note private or selectively share the note with other users. Users can also view previous notes associated with the same call from the easy to use notes screen.

- **Security Templates and System Logs** – Use Security Templates to customize Covert Alert security. Investigators can be authorized to view all reported Covert Alert events in SCP or only those forwarded to their phone numbers. Administrators can view and manage user activity of Covert Alert reports and recordings through user-friendly System Logs.

- **Able to detect the called party's attempt to initiate a "3-way" call with a third party and flag the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

- **Utilize biometrics analysis to detect, track, and alert when 3-way calls are made.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus uses advanced voiceprint technology as a powerful biometric authentication of a person's identity. Compared to other biometric techniques, it is quick, natural, non-intrusive, and cost-effective. Our voice biometric does not require a technology upgrade for each telephone because it works with the existing SCP technology and features, such as inmate name recording. Further, our solution does not require the introduction of hazardous or communicable germ-spreading apparatus into the inmate common areas. Inmates can break thumbprint readers, presenting a hazard for both staff and other inmates; the use of a retina scanner can spread conjunctivitis. With our solution, both of these are avoided.

The technology works because each person's voice contains a unique signature. As a means of identification, a person's voice is as reliable as his or her fingerprint. Our

biometric voiceprint technology compares a digitized speech sample of an inmate to a previously processed and stored template of the inmate's voice.

When using voiceprint technology, an inmate is asked to say his/her name (and/or password) during the first call into the preprogrammed telephone four times. These repeated utterances of his/her name teach the system the subtle variations of the targets voice and when fully educated, enrolls the inmate into the system. The initial voiceprint becomes the basis for the inmate's personal voice verification file. This method of identification may be used in different parts of the prison to allow or prevent access to different areas.

After the inmate has registered, the inmate enters his or her PIN, and then the system prompts the inmate for his or her name (and/or PIN). The inmate may be asked to repeat his or her name, if the register of the inmate's voice does not appear the same. Inmate voice matches usually take less than a second to be approved. Upon approval, the inmate can place his or her call.

Securus has deployed voice biometrics for more than 13 years in local, county, and state correctional institutions identifying more than 50,000 inmates a day. As one of the largest deployed voice biometric inmate identification systems in use today, facilities can be assured that the system is time-tested for accuracy and robustness and will withstand the challenges of the correctional environment.

In addition, voice biometrics technology is a proactive security system and works without human involvement, eliminating the need to monitor screens or maintain other biometric equipment damaged by the inmate population.

Of the limited providers who offer a voice biometric identification system, most provide facilities with "best case" testing results. Securus is proud to provide "worst case" as well as "best case" scenarios. Our system has continually shown superior operational accuracy in all conditions.

Securus' Voice Biometric technology verifies an inmate's identity by cross matching the inmate voice with the inmate PIN for a two-step verification process and added security of the inmate telephones. The system validates the inmate identity before allowing them to place a call. The system validates their voice multiple time during enrollment , as well as when placing a call, so as to not only go off the inmate's name recording as their voice, may also validate their voice against them saying their facility or any other message as determined by the department.

The system allows authorized officers the capability to listen to the inmate voice print, reset the voice print to allow the inmate to re-enroll into the system, and enable/disable voice biometrics by inmate, telephone, group of telephones, phone number, a specific facility, or the entire department. The system also provides specific analytical report for voice biometrics to provide detail on which sites have been enabled or disabled, which inmates are current enrolled in the voice biometric system, which inmates are enabled or disabled, which telephones are configured to be enabled or disabled, as well as groups of

SECURUS Technologies

telephones and telephone numbers. The system shall also provide reports to show the failure and success percentages for each inmate to indicate whether or not the enrollment should be reset for an inmate who might have a high failure rate. This report must show the last failed and last successful verification attempt.

The voice biometrics system is also equipped to recognize certain types of fraud, such as blowing into the telephone to register into the system. This type of activity is detected and not allowed through the system. The system indicates to the inmate that this action is not allowed and to try again up to three times and to speak their real name.

FRAUD MANAGEMENT/ SURVEILLANCE ALERTS

The fraud management/surveillance capabilities of the system shall include, but not limited to the following requirements:

- **Detect, notify, and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

- **Prevent inmate from obtaining a second dial tone, "Hook-switch dialing," and other fraudulent activities.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) line supervision feature provides the ability to detect answer, hang up, acceptance, anti-hook switch dialing, anti-chain dialing, and to

isolate talk paths, and loop current. SCP controls the call from end to end, using separate conference bridges for each leg producing higher quality that traditional systems.

- **Identify the name of the facility and the inmate placing the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) enables a facility to set up Personal Identification Numbers (PINs) for each inmate. The system can be configured to require inmates to enter their PIN before making a phone call.

PIN generation can be uploaded from a JMS or Commissary provider using the Securus E-Imports application, web services or a custom integration. PINs can also be manually input through the SCP user interface.

PINs can be linked an inmate's Custody Account for all inmate information including allowed calling schedule, call durations, and more. The number can be configured as a number from 4 to 16 digits in length. Each inmate can be issued a unique PIN. A common practice for PINs is using a combination of fields, such as the last four digits of the jacket ID and the birth month and day of the inmate.

Additionally, some JMS platforms can generate a 4 to 16 digit PIN randomly and send it to SCP via an integration. This option is beneficial because it enables the booking officer to give an inmate their PIN, so they can begin making calls immediately.

PIN Operations

PIN operations through SCP are highly flexible. Facilities can enable or disable PIN operations at the facility, inmate account, or phone level. For example, facility personnel may choose to enable PIN operations for maximum security or long-term areas, and disable PIN operations for overnight, work release, or trustee areas. SCP has no limit on the number of PIN or non-PIN inmate telephones operating at the facility.

For phones programmed for PIN operations, each inmate must enter their PIN before making a telephone call. By using their PIN, they create an audit trail that that shows the inmate that placed the call, the date and time of the call, and the number that called. PINs also enable facility staff to authorize or restrict specific inmates from calling specific numbers.

PIN Restrictions

PINs can be used to restrict inmate calls at the facility, phone, or inmate account level. For example, facilities can identify and lock PINs to a phone or group of phones within a facility. Site administrators also have the ability to transfer PINS, or a single PIN, when inmates change housing units. Transferring PINs can also be automated through our the Securus E-Imports application, web services or a custom integration.

- **Allow call blocking by Agency or called party to block future calls from facility.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus platform will allow call blocking by an Agency or allow the called party to block future calls from a facility.

Securus will establish a global call blocking table during installation that prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. SCP offers unlimited blocking so the call blocking table may contain as many entries as needed.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

Authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

Global Lists – Number Blocking

- **Suspend inmate privileges to make calls and/or set beginning and end date restrictions without the need to manually make changes.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) Calling Restrictions provides PIN suspension features to control inmate activity further. Administrators can suspend any inmate's PIN for a specified time from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. SCP will automatically reset the PIN to allow calls on the day requested, without manual intervention. This feature allows inmates to make privileged calls even while on suspension from other calls. Direct manual control of this

suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals or automated through E-Imports.

- **Allow inmate to record and store their name for all future calls.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus SCP can be integrated with a facility's jail management system (JMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that can be automatically populated in SCP from a JMS or Commissary integration include:

- **First Name** – Inmate's first name
- **Middle Name** – Inmate's middle name
- **Last Name** – Inmate's last name
- **Birth Date** – Inmate's date of birth
- **Social Security Number (SSN)** – Inmate social security number
- **Account Number** – Inmate's jail ID, jacket ID, or docket number, to be used as the SCP inmate custody account number. Any number permanently assigned to an inmate hat does not change if they are released and booked back into the facility.
- **PIN** – 4 to16 digit code used by the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date that the inmate entered the facility
- **Gender** – Inmate gender
- **Housing** – Location of the inmate
- **Race** – Inmate race
- **Alert Level** – Typically used for security status such as maximum, minimum, low risk, and death row
- **Max Call Duration** – Call duration applied to each phone call placed by this inmate
- **Three-Way Detection** – Setting to enable or disable three-way call detection for this inmate
- **Language Preference** – Language in which the inmate speaks for reporting purposes (does not dictate the language of phone prompts)
- **Suspended** – Setting to allow or prevent the inmate from placing calls
- **Suspend Start Date** – Start date of calling privileges suspension
- **Suspend End Date** – End date of calling privileges suspension

- **Provide continuous, identification and voice analysis of inmates speaking for the duration of the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has detailed is full continuous identification and voice analysis offering in the "Biometric Voice Identification" section of our Response.

Investigator Pro is a powerful evidence-gathering and investigative analysis tool. It uses state-of-the-art technology to identify the voices of inmates over telephone calls and exposes inmates who attempt to hide their identities to engage in further criminal activity.

> Securus Technologies announced the acquisition of JLG Technologies on June 11, 2014. JLG Technologies, LLC is the leading supplier of continuous voice biometric analysis and investigative tools to the corrections and law enforcement sectors. "We are very happy to be able to combine with JLG Technologies, LLC and their affiliates – Voice Analytics, LLC and JLG ICER Technologies, LLC," said Richard A. ("Rick") Smith, Chief Executive Officer of Securus Technologies, Inc. "They have the best continuous voice biometric technology in our industry – very sophisticated software that not only identifies unauthorized users on a particular call, but goes on to identify the user's identification." "Jay L. Gainsboro, President and Founder of JLG Technologies has been our partner for more than five (5) years – we regard Jay as one of our industry's 'chief scientists' and have a deep respect for his work. We have done business with Jay and his team for a long time – and it was the right time to put our teams together to bring even more sophisticated products to market. JLG Technologies, LLC currently has over 40 active patent applications at the U.S. Patent Office and expects the first of them to be issued within 12 months – so they have developed a valuable intellectual property portfolio."

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise require labor-intensive gathering and interpretation. Investigator Pro will dramatically change the gathering, sharing, and use of evidence in the investigation and prosecution process. It is an evidence case-management tool with the highest level of integrity, efficiency, and demonstrated effectiveness.

Investigator Pro will assist investigators in targeting calls to review and provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort.
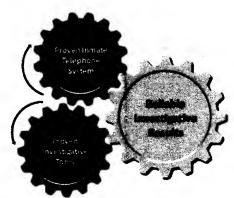
Additional Investigator Pro features include:

- Ability to separate recorded voices and play back individual voices independently
- Speed up or slow down a conversation or single voice within a recording

- Playback module include user-friendly, intuitive buttons
- Report feature allows for supervisory oversight, accountability, and assessment of facility staff's investigative skills and activities

Continuous Voice Identification with Investigator Pro

Investigator Pro's advanced voice identification technology was originally developed for the U.S. Department of Defense (DOD). The DOD needed to identify terrorist calls out of the millions of calls made to and from the United States every day. The DOD contracted with a major U.S. technical university with the best voice analysis engineers in the world to find a way to detect these calls. Over a 12-year period, the engineers created a cutting-edge solution that could automatically analyze millions of daily calls. That solution is still protecting the U.S. today. Through its relationship with the technical university, JLG Technologies (now owned by Securus) received an exclusive license to bring this revolutionary technology to the corrections market.

Investigator Pro analyzes voice data immediately after call completion. Alerts are instantly available after each voice analysis. Unlike competitive offerings, investigator Pro analyzes every second of every call. Intermittent verification on other platforms allows inmates to converse undetected by passing the telephone when verification is requested.
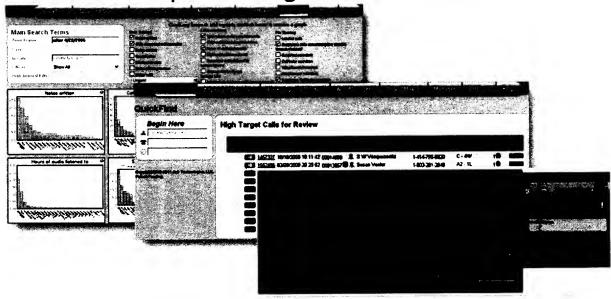
Anatomy of Investigator Pro™

Investigator Pro is designed to provide investigators with the tools they need to expose inmates who attempt to hide their identities. Included are an advanced call player, multiple reports, and an interactive dashboard.

Investigator Pro modules include:

- **QuickFind™**—Puts critical information at your fingertips
- **Voice Search™**—Find calls containing a specific inmate's voice
- **CallFinder™**—Filter calls based on dozens of criteria
- **MyCallReview™**—Return to the calls important to you
- **Suspicious CallFinder™**—Find all high-suspicion calls
- **NoteManager™**—View, filter, and create notes on calls
- **ReportMaker™**—Run reports on various telephone system abuses
- **Stats**—View key messages and monitor analysis progress

Sample Investigator Pro Modules

- **Display a numerical confidence rating of the actual identity of all inmates on the call.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Most inmate telephone providers use a word-spotting technology originally built for call center and seminar environments, not corrections. **In these controlled environments, their technology is approximately 90 percent accurate.** The corrections environment poses several challenges for this technology with loud noises, people speaking in the background, fans, alarms, steel doors, and inmates who talk at low volume. Accuracy in this environment is significantly lower.

Securus spend more than three years researching all word-spotting technologies and choose the best for the corrections environment. Securus collaborated with investigative units around the country to tailor this technology specifically to the corrections environment. Securus Word Spotting has a word dictionary of more than 8,000 words including prison and gang slang.
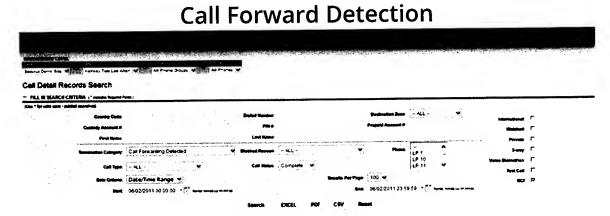
- **Provide a real time validation of forwarded calls.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus leads the industry in fraud detection and prevention and is pleased to offer real-time Remote Call Forwarding Detection (RCFD). Our RCFD solution can immediately terminate a call if it detects that a called party's telephone number is call forwarded to another telephone number.

SCP can also allow the call to continue with one of the two following options if false disconnects are a concern:

- Announce to the inmate and called party that remote forwarded calls are not allowed, and mark the call in the call record
- Mark the call in the call record, without an announcement to the inmate and called party

The SCP user interface allows authorized users to create Call Detail Reports for those RCFD calls by selecting the "RCF" flag or using the specific termination code "Call Forwarding Detected," as shown in the following graphic.

Call Forward Detection

- **Ability to transfer inmates between facility locations seamlessly.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Through Securus Integration the transfer of inmates between facility locations is seamless.

- **Allow PCSO personnel to assign surveillance alerts by individual inmate PIN or dialed number. Alerts will be sent to an investigators cell phone, email or any direct dialed number. (Preferred)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' ability to allow the PCSO personnel to assign surveillance alerts by individual inmate PIN or dialed number. Alerts will be sent to an investigators cell phone, email or any direct dialed ne4gfffw2qumber is called Covert Alert.
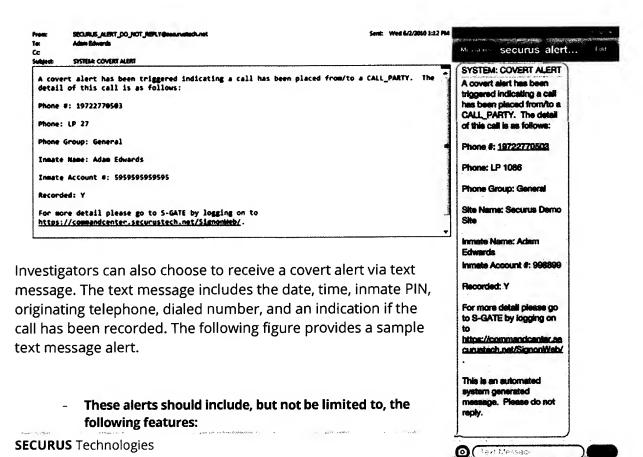
Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the S-Gate Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

Alert Notification E-Mail

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The following figure provides a sample text message alert.

- **These alerts should include, but not be limited to, the following features:**

SECURUS Technologies

o **Allow real time listening of conversations, with ability to disconnect a call in progress or allow barge-in and talk capabilities.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

While on the covert alert call, the investigator can immediately terminate the call by pressing a predetermined code. Covert Alert can also be configured to allow investigators to enter a code and "Barge In" to the call and speak to both the inmate and called party.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

o **Allow investigators to assign/enter a PIN when alert call is received.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at the PCSO. To accept this Covert Alert call, please enter your investigator PIN now."

o **Hide alert from others.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Covert Alert calls may be configured to be excluded from alerts to only those investigators who are programmed to receive them.

• **Ability for PCSO member to attach, share or keep private; case-notes to a call and view it from a report. Also, allow PCSO to retrieve specific case-notes or call detail records.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Calling Platform (SCP) allows authorized users to add notes and tracking numbers to call detail records associated with recordings. Using this feature, known as Call Tracker, users click the notepad icon located in the call detail record, to add notes to an inmate call. The Call Tracker feature gives authorized users the ability to add a tracking number, gang affiliation, duration into the call, and any other notes associated with the call. This feature also allows authorized users to either keep the note private to their investigation or to share the note with other users. From the Notes screen, users may also view previous notes associated with the same call.

• **Allow authorized staff to assign or extend expiration dates of a call or download.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP's Call Tracker feature can extend the expiration of a recording. At times, investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract by selecting the Extend Expiration icon.

Extending Call Recordings

- **Ability to download a call from a call report and allow authorized staff to copy multiple calls to a folder for download.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

When downloading calls from the SCP user interface, users add calls to a Recording Management folder. This folder allows users to add multiple recordings to a folder for ease of management. When a Recording Folder is downloaded, any associated Call Tracker entries can also be exported through Call Tracker to the downloaded recording folder.

- **Allow unlimited recording folders. Allow recordings to be downloaded as a compressed file or downloaded in the original format, WAV and MP3 formats.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

GEOGRAPHICAL LOCATION TRACKING

Allow authorized PCSO personnel the ability to identify geographical locations of interest and build a virtual fence surrounding a geographical location. These are referred to as a "geo-fence". This shall include, but not limited to the following features:

- **Allow authorized PCSO personnel the ability to search for or create an unlimited number of geo-fences with or without expiration dates.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus proprietary Location Based Services (LBS) product allows facilities to determine the true location of a cellular phone. LBS will allow authorized PCSO personnel the ability to search for or create an unlimited number of geo-fences with or without expiration dates.

With geo-fencing, correctional institutions can set up a perimeter around individual facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts.

Geo Fence Management

- **Capability to define description, address, interactive map, radius or pinpoint on a map**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus SCP integrates with Google Maps proving a quick and easy way see the physical location of the address associated with a telephone number. Highlighting any telephone number and clicking it renders a Google Map on the screen.

Mapping BNA Information

- **Allow geo-fences to be inactivated, shared or kept private**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As with other Securus capabilities as it relates to allowing notes and call records to be shared or kept private, geo-fences retain the same level of security. Additionally, a geo-fence can be inactivated automatically or through intervention in the user interface.

- **Allow notes to be added to a geo-fence**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Calling Platform (SCP) allows authorized users to add notes and tracking numbers to call detail records associated with geo-fences. Using this feature, known as Call Tracker, users click the notepad icon located in the call detail record, to add notes to a geo-fence. The Call Tracker feature gives authorized users the ability to add a tracking number, gang affiliation, duration into the call, and any other notes associated with the call. This feature also allows authorized users to either keep the note private to their investigation or to share the note with other users. From the Notes screen, users may also view previous notes associated with the same call.

- **Show a detailed history of changes made to a geo-fence**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus SCP Platform has robust auditing capabilities that will essentially keep track of any changes within the system down to a key stroke.

- **Allow alerts when inmates place a phone call to someone located within the geo-fence**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Through the aforementioned Covert Alert functionality, all calls placed into a geo-fence will proactively notify authorized PCSO personnel as to the occurrence of an event.

- **Allow the export of geo-fences into Excel, PDF, and CSV format at a minimum**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Reports can be generated online and exported in:

- Microsoft® Excel
- CSV (Comma Separated Values)
- Adobe® PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

- **Provide a report of all geo-fences based on certain criteria**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide a report of all geo-fences based on certain criteria

- **Allow real time alerts for specific criteria to include location of a cell phone number**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus real time alerts to allow for specific criteria including location of a cell phone number.

- **Ability for PCSO personnel to upload a warrant or court order document**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Sercurus provides for the ability to upload a warrant or subpoena to protect the chain of custody and prevent abuse that could jeopardize an investigation.

- **On demand coordinates/real time information not use cached data**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides real time latitude and longitude coordinates.

- **Allow an alternative to GPS coordinates to identify the location of a phone number.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Understanding that offenders may disable GPS and/or location services on their phones, Securus has proactively negotiated agreements with cellular companies to utilize cellular triangulation to identify the location of a phone number.

- **The proposed solution must work even when the device has location tracking disabled.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' LBS Solution will work even when the device has the location tracking disabled.

- **Have the flexibility to enable or disable location tracking by call type**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has the flexibility to enable or disable location tracking by call type.

ADDITIONAL INVESTIGATIVE TOOLS/INTELLIGENCE SOFTWARE
The system, along with the investigative tools and software shall include, but not limited to the following:
- **Be solely owned by the proposer, not using a sub-contractor or alternate vendor to ensure ongoing commitment of development and quality as technology progresses.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus utilizes its own investigative tools/intelligence software (THREADS) without the need or requirement of a subcontractor. Securus tools are utilized by some of the nation's largest intelligence organizations including FBI, ICE, and NYPD.

- **Be completely integrated with the calling system without the need for export/import of information from an outside source.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' THREADS is completely integrated with the calling system and has no requirements to export/import information from an outside source.

- **Be customizable to allow the PCSO to flag and track high interest groups, or individuals.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' THREADS has no limits in regards to its customization abilities and will allow the PCSO to flag and track high interest groups or individuals. When utilized in conjunction with the other functionalities outlined in our response, THREADS provides an immense lead generation and an intelligence gathering capability unparalleled by any other vendor.

- **Be community based to ensure information is included from all facilities required.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
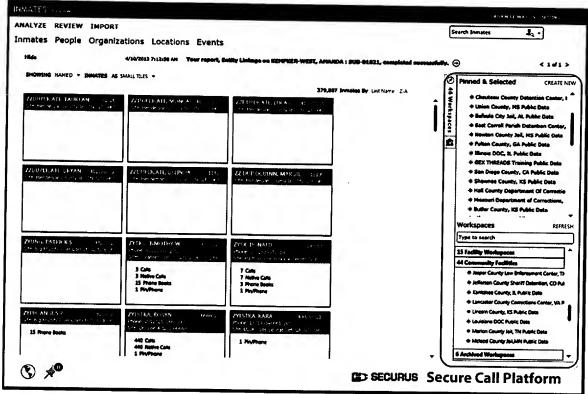
Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, share reports and analyses between investigators and include relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. Users can choose to share imported data with the community or keep data private to themselves or other specified users.

Investigators can use the THREADS to uncover actionable intelligence from the extensive data set in the national community including, but not limited to:

- National community
  - More than 79 million communication records
  - More than 530,000 current and former inmates
  - More than 430,000 contacts on the outside of the corrections system
- Combined total for all THREADS
  - More than 170 million communication records
  - More than 1.4 million current and former inmates
  - More than 1 million contacts on the outside of the corrections system

THREADS Inmates Review Screen

- **Provide workflow and organizational features to include reporting capabilities.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency

- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.
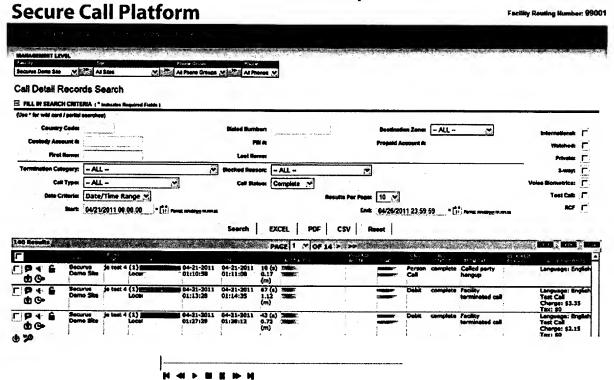
Call Detail Report

The Call Detail Report (CDR) provides investigators an intuitive and user-friendly report to view or search virtually anything related to an inmate call, including:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block

- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

Call Detail Report

Secure Call Platform

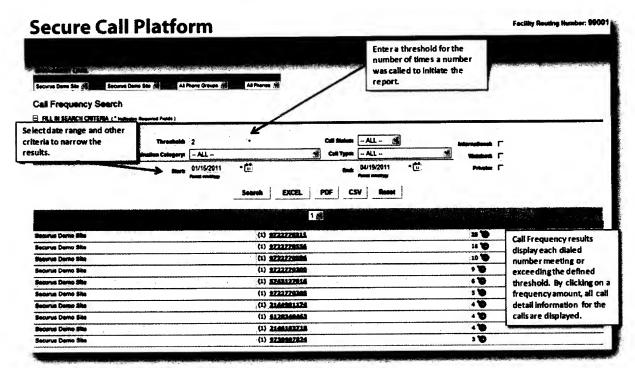Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (users can export all SCP reports)
- Select a single site, all sites, or allowed sites, and specify information by phone, phone group, or the entire customer profile.

Call Frequency Report

The Frequently Called Number (FCN) feature allows investigators to generate a report by entering a frequency threshold to find only those numbers called more than the specified number of times. Investigators can use this report to determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
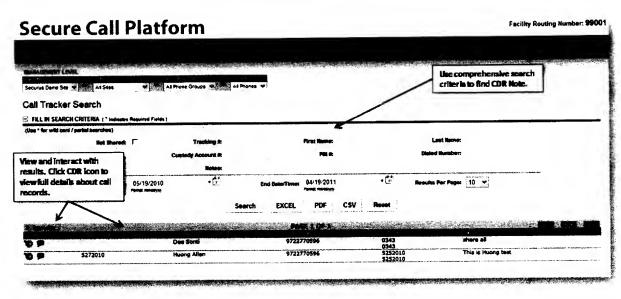- Date Range

Call Frequency Report

Call Tracker Report

The Call Tracker Report allows users to track CDR notes (made by themselves or other investigators). Authorized users can export report results to Excel, PDF, and CSV file formats. Search criteria include:

- Not Shared (when checked, shows the user's notes that are flagged "not share" with others)
- Tracking number
- First and last name
- Custody Account and PIN
- Dialed number
- Notes (allows users to conduct a search using keywords included in the notes)
- Date range
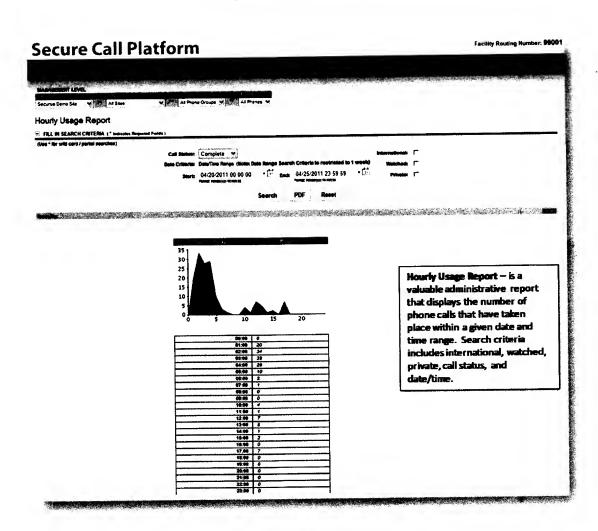- Results per page

Call Tracker Report

Hourly Usage Report

The Hourly Usage Report shows users the number of phone calls that have taken place within a given date and time range. Users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)
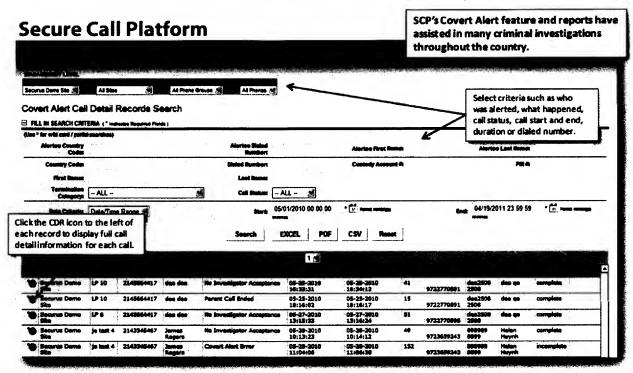
Hourly Usage Report

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows users any Covert Alerts triggered during a specified date and time range. Results can be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

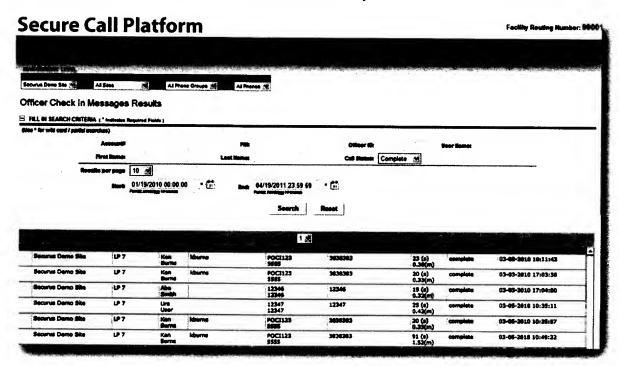# Covert Alert Call Detail Record Report

Officer Check-In Report

The Officer Check-In Report shows when officers have "checked-in" at different phones and any messages they have left. Users can listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated with an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
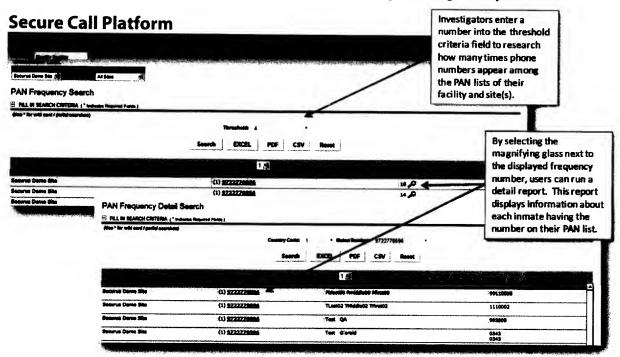- Results per page

Officer Check-In Report

Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Users enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appear on more than four PAN lists.

Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows users to search PAN lists to see phone numbers that appear more than once.

Personal Allowed Number Frequency Report

Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s).

By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.
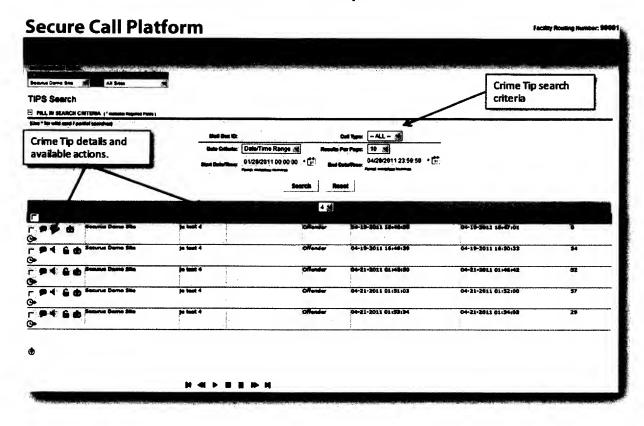
CrimeTIP Report

The CrimeTIP report allows users to search for and listen to any anonymous crime tip messages left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
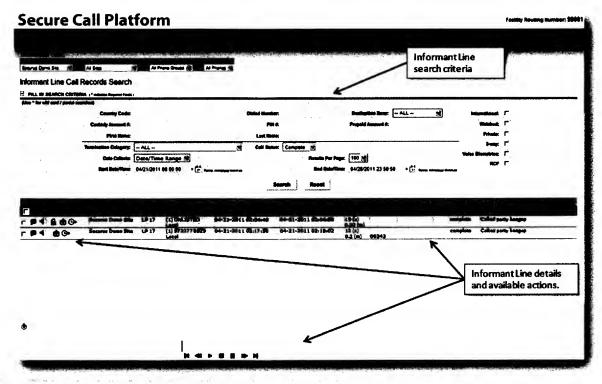- Results per page

CrimeTIP Report

Informant Line Report

The Informant Line Report allows users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used
- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page
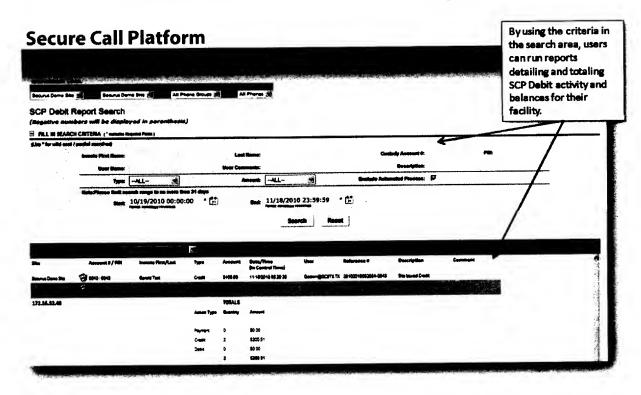
Informant Line Report

Secure Call Platform Debit Report

The SCP Debit Report allows users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates in a facility, or for all facilities

Secure Call Platform Debit Report

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

Export capabilities for reports

Authorized users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft® Excel
- Comma Separated (CSV)

Users can also save reports to multiple destinations or upload data from the report into their other databases for further analysis.

- **Allow for evidence sharing with outside law enforcement to include the ability to remotely listen to live calls, export data, share case notes electronically, and burn calls to CDs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows
- Browsers
  - Internet Explorer
  - Firefox
  - Chrome

The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.
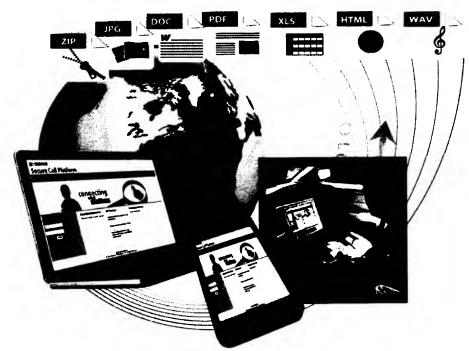
Covert Alert Overview

SCP's Covert Alert feature enables Polk County to assign a "Covert Alert" status to inmate PINs, phones, or dialed numbers. When a call with a Covert Alert status takes place, SCP connects it to an investigator's phone number, allowing real-time monitoring of the call.
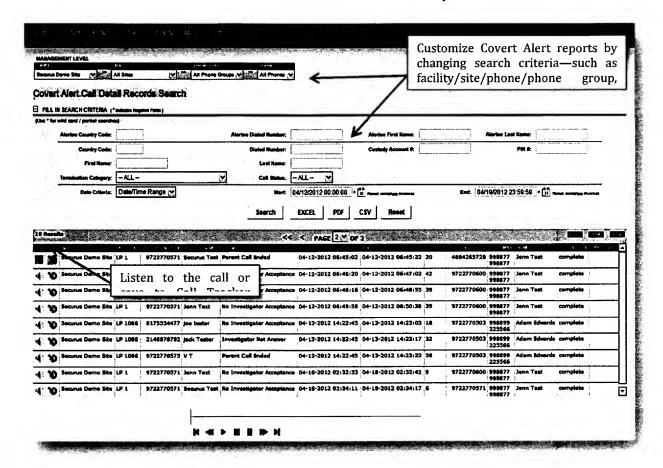
Summary of Additional Covert Alert Features
- Covert Alert can send calls to multiple phone numbers simultaneously, allowing multiple investigators to monitor a call.

- Covert Alert can send calls to any phone number within the facility or across the United States.
- For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at the PCSO. To accept this Covert Alert call, please enter your investigator PIN now."
- Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call.
- Covert Alert mutes the investigator telephone, so the inmate and the called party are not alerted to call monitoring.
- Covert Alert can be configured to allow investigators to enter a predetermined code and "Barge In" to the call to speak to both the inmate and called party.
- Covert Alert allows investigators to immediately disconnect a call.
- Covert Alert calls may be configured to be excluded from SCP Live Monitoring, restricting the monitoring of Covert Alert calls to only those investigators who are programmed to receive them.
- Covert Alert can be configured to bridge to investigators to the call before connection to the called party or upon called party acceptance.
- Authorized staff can run Covert Alert reports to view alerts triggered during a specified date and time range. Users can export results to Excel, PDF, and CSV file formats. Search criteria includes: "alertee" phone number (the investigator receiving the Covert Alert call), dialed phone number, inmate PIN, inmate first and last name, call termination category, call status, date and time range of call.

Covert Alert Call Detail Report

Customize Covert Alert reports by changing search criteria—such as facility/site/phone/phone group,

Listen to the call or

Covert Alert Used with Other SCP Features

Covert Alert is an invaluable tool for investigators, allowing them to monitor live conversations of inmates and called parties from anywhere in the world while they are taking place. This feature can be used in conjunction with many other SCP features to enhance investigations. Examples include:

- **Billing Name and Address Lookup** – Investigators can run a Covert Alert report in SCP and click on the dialed number to access a pop-up box providing the billing name and address of the dialed number. This turns a simple phone number into usable data. By using simple mapping features, investigators can even view the address on a map.

- **Call Tracker** – Investigators can run a Covert Alert call and then add it to an investigation or case through Call Tracker. From there, staff can add a tracking number, gang affiliation, and any other notes to the call. Additionally, this feature allows authorized users to either keep the note private or selectively share the note with other users. Users can also view previous notes associated with the same call from the easy to use notes screen.

- **Security Templates and System Logs** – Use Security Templates to customize Covert Alert security. Investigators can be authorized to view all reported Covert Alert events in SCP or only those forwarded to their phone numbers. Administrators can view and manage user activity of Covert Alert reports and recordings through user-friendly System Logs.

- **Allow for call alerts and forwarding of calls for investigations as well as the ability to isolate, fast forward, download or play an entire call or selected portions of a call.**

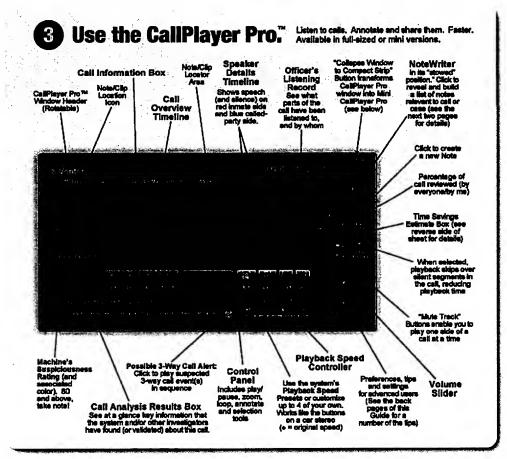**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The CallPlayer Pro enables investigators to listen to and visually observe calls much faster and more efficiently, and to easily create and share notes related to each call. Notes can capture text as well as clips of relevant speech from within the call, help organize cases, collaborate with fellow investigators, and share with outside agencies. Notes can then be used to generate reports.

The CallPlayer Pro's unique investigator-centered screen features key information, the ability to control the playback of the call, make notes, and provides a visual summary of the most important details of the call.

- Allows for the forwarding of inmate calls that contain intelligence information to designated staff for further investigation or intervention.
- Includes the ability for staff to assign an investigation case number and associate multiple telephone call records with that case number.
- Automatically jumps to all three-way events, saving valuable listening time
- Allows for interagency intelligence sharing and collaboration to successfully investigate and prosecute crime.
- Ability to split call audio and isolates just the inmate or called party side of the call.
- Ability to skip pauses in the conversation to dramatically reduce the required listening time.
- Ability to intelligently accelerate the speed of the call — such that the voices are still intelligible even at the highest speeds. This feature can reduce the required listening time by as much as 50%
- Allows staff to listen, save, and email selected portions of a call, dramatically reducing listening time and eliminating the need to burn a CD.
- While staff listens to a call on the CallPlayer screen, the system displays the name of the inmate heard speaking on the call.
- Suspicious calls display a color-coded probability that the inmate voice detected on a call is not the PIN owner and identifies the inmate voice on the call
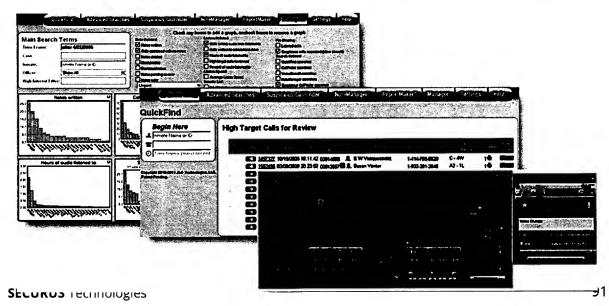
The Investigator Pro saves correctional agencies time and money through seamless technology and staff efficiencies.

Investigator Pro™ Quick-Start Guide Continued

③ Use the CallPlayer Pro.™ Listen to calls. Annotate and share them. Faster. Available in full-sized or mini versions.

- **Provide analysis information based on criteria specified by PCSO staff to include but not limited to; call activity, associations/linkage activity and geographical information.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' THREADS platform allows investigators to generate a graphical linkage chart showing known connections between two sets of selected targets. Connection types are configurable and 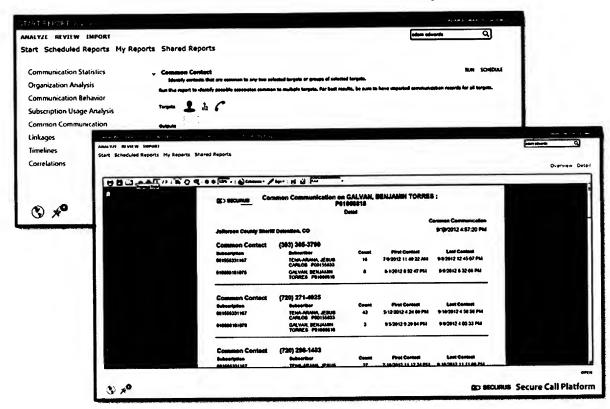can consist of communications, mail covers, associations, phone records, and more. Investigators can discover possible links among any target or set of targets using data automatically imported from SCP and/or any other set of records imported for a specified target. Investigators can also specify the number of levels identified, which limits the number of connections traversed between selected targets.

THREADS contact analysis identifies any contacts in common between any two targets or groups of targets, such as:

- Two inmates who have common contacts
- Inmates who have contacts in common with people not incarcerated
- An entire corrections facility with another corrections facility to identify any contacts in common with anyone related to those facilities
- Possible associations common to multiple targets
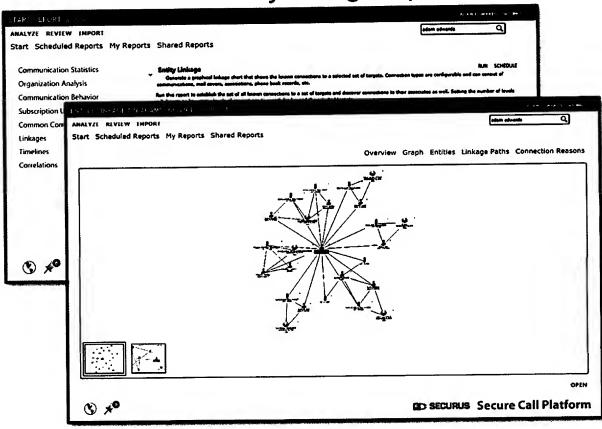
THREADS Common Contact Reporting

The Securus THREADS technology provides linkage reports that identify all known connections between any target, whether an inmate or not. The system generates a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, events, phone book records, and more.

THEADS also produces supporting details related to the linkage chart, such as:

- A list of all entities included in the chart
- Linkage paths (showing the shortest path between each entity)
- Connection reasons (showing why there is a connection)

THREADS Entity Linkage Reporting

The Securus THREADS platform is a powerful, accurate, and intuitive investigative tool that automatically analyzes data such as inmate communication records, public phone records, data from confiscated cell phones and more. Investigators can use this data to identify suspicious calling patterns, inner circles, associations between multiple inmates, and correlations to called external parties and more. THREADS easy-to-use interface provides investigators interactive visualization tools, analytical reports, charts, graphs, and maps. THREADS will also build a case and presentation view to use as evidence in a criminal trial.

THREADS offers investigative benefits such as:

- Cell phone forensics analysis
- Accomplice identification
- Indirect contact identification (see who is really contacted)
- Linkage identification
- Inner circle identification
- Associated gang member identification
- Internal communication identification within jail walls
- Unique patterns identification
- Single system analysis of all combined data
- Enhanced reporting tools to harvest all of this information

THREADS uses the Microsoft Bing map utilities for standard and advanced mapping functions like no other investigative software tool. THREADS also has advanced customization mapping tools built around Bing. These tools allow investigators to interact with the map, add new locations to the map, add more information to the existing locations, drop pins, draw circles, polygons, and trajectories on the map. THREADS will allow the customization of the colors, descriptions and comments displayed.

Communication events from a facility and terminated at a specified billed number address or geographic location are automatically displayed on the map. THREADS generates maps from SCP data, imported and/or manually added data; investigators can add and remove information from the map in real time. THREADS will also export map images for external use.

VIDEO VISITATION AND KIOSK SYSTEM

MULTIFUNCTIONAL IN-POD INMATE KIOSKS

The Multifunction In-Pod kiosk system shall include, but not limited to the following:

- Kiosk system shall be installed and maintained at no cost to the Agency, including but not limited to, labor, materials, equipment, electrical service, network cabling, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Kiosk System (ConnectUs) will be installed and maintained at no cost to the PCSO, including but not limited to, labor, materials, equipment, electrical service, and network cabling.

- Kiosk system shall operate on an independent data network.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

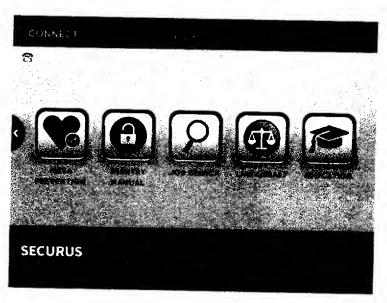Securus will provide ConnectUs on an independent data network at its sole expense.

- Allow for interface with or access to information such as:
  - Law Library

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The ConnectUs Law Library Application makes legal research simple. Adhere to your legal obligation while reducing costs when inmates perform their legal research using the Securus Law Library Application. This Application provides full access to inmates to complete legal research without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research legal topics through this ConnectUs application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to the PCSO at no extra charge.

Inmates will have secure and electronic access to millions of law publications and articles and they can research all Federal Supreme, Circuit, District, Bankruptcy, State decisions and more through intuitive search capabilities. The Google-like search bar is conveniently located at the top of every page, inviting you to conduct your search using either simple or complex search language. Once the results are delivered, the application offers intuitive 'search-within-a-search-capability' to further narrow the results.

Securus can provide Law Library access to all the ConnectUs terminals at your facility or customize your system and allow you to control the access to the Law Library if you wish by displaying the icon at certain times a day or on certain terminals at your facility. ConnectUs Law Library Application is flexible and can accommodate all of your facility's specific needs. ConnectUs also has embedded the Conflict Resolution feature that is mandatory for shared terminals. This feature will prioritize approved, scheduled events over other activities on the terminal so you don't have to worry about an inmate monopolizing a terminal and causing issues in the housing units.

The simple ConnectUs touch-screen user interface requires no training or prior computer experience, so this allows inmates to perform researches independently and free up staff time. The PCSO staff administrators will have full access to the Law Library at no additional cost.

Law Library Facility Benefits

The PCSO will experience the following benefits with Securus' Law Library application for ConnectUs:

- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information; automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution
- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform
- Reduce costly and time-consuming inmate movement by hosting law library search resources in the housing units rather than escorting them to a physical library or terminal
- Receive turnkey service; Securus takes care of everything

Law Library Inmate Benefits

With the Law Library application, the PCSO inmates will benefit from:

- Ability to perform research independently
- Simple touch-screen user interface that requires no training or prior computer experience
- Improved access to perform legal research
- Always current legal information; no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches
  - **Handbooks (PDF)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook. This application can provide the following benefits:

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload distributing and replacing handbooks
- Provides instant, electronic updates to documents.
-

- **Video Files**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours. ConnectUs provides some of the benefits outlined below:

- Communicate information to all inmates, even those unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos without staff involvement

- **Commissary Ordering**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

ConnectUs™-enabled devices continue to be useful even when telephone and visitation hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have an immediate impact on commissary revenue. ConnectUs provides some of the benefits outlined below:

- Eliminate the need for multiple inmate terminals or kiosks
- Increase efficiency by automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

- **Forms**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

ConnectUs™ enables inmates to electronically create forms and track requests through this intuitive interface. Staff can easily review, respond, and process requests. Requests and responses are tracked and saved for future reference.

Previously, every request had to be hand written and there was no easy way to maintain accurate records. This required your officers to use a significant amount of valuable time each day to just process these inmate requests manually and created an unnecessary liability for your facility as it left inmates believing their requests were ignored. With ConnectUs, two-way communication with inmates is seamless, simple, and burden-free for the PCSO. Some of the benefits provided by ConnectUs have been summarized and are outlined below:

- Allow any number of forms made available electronically
- Define custom routing of forms to the correct person
- Enables two-way communication so inmates to receive an electronic response
- Documents and archives all communication

- **Kiosk system shall also be accessible via inmate tablet**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As an option, Securus can provide kiosks in the lobby and booking areas. The kiosks simplify the collection of payments for inmate trust accounts, full cash bail, phone time, work release or any other payment currently being collected at the PCSO facility. All services provided at the kiosk come with an online website and toll free operator assistance for loved ones to have other options.

The PCSO can be assured of full and complete commitment from Securus for successful implementation and trouble-free maintenance of the kiosk and other corrections financial products. We have integrated with multiple commissary and inmate trust vendors.

Corrections Lobby Kiosk

This commercial-grade kiosk is placed in the public area of the correctional facility and can be used by inmate family and friends to load money to an inmate's account and pay fines/fees/restitution. It can also be used to provide payment of bail for an inmate with bail pending. The kiosk accepts cash, coins, or credit/debit cards.

Securus' lobby kiosk facilitates the collection of payments for inmate trust accounts, full cash bail, phone time, work release or any other payment currently being collected at the Polk County facility. All services provided at the kiosk come with an online website and toll free operator assistance for loved ones to have other options.

All applications are available in English and Spanish, with the possibility to add other languages as required. Securus offers several models of kiosks, tailoring the kiosk to the best fit for the intended application. The kiosks are totally self-contained and can be deployed in any location desired by the PCSO as long as a standard 120 VAC power outlet and Internet connection is available. The kiosk can be placed free-standing as well as in a wall with access indoor or outdoor.

Booking Kiosk

The corrections-hardened kiosk includes applications for secure and efficient collection of incoming inmate's cash, with added applications allowing the inmate to send notification text messages to family and friends, and allowing the inmate to post their own bail or pay fines if possible with a debit or credit card. The same kiosk provides a secure automated record during the inmate's release.

Inmate Tablets
- **Provide access to Kiosk information as stated above**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is offering an optional inmate tablet program that enables the PCSO to offer inmates enhanced communication, education, religion, and re-entry resources while creating additional revenue through entertainment-based content. Inmates can have ruggedized tablet devices designed for the corrections environment and "locked down" to prevent access to unauthorized content. Our tablet is patent pending, and we are confident it is the most secure tablet on the market allowing facilities to expand services without additional manpower. Our tablet program provides multiple charging solutions, one of which is patent pending and is adaptable to almost any facility operation. Our deployments are designed to adapt to your environment and deliver the benefits of a tablet platform without creating operational challenges.

Inmates can benefit by the use of Securus' inmate tablet for self-improvement, preparing for release, and occupying their time with productive activities.

Other benefits and features are outlined below:

- Entertainment
  - Music downloads
  - Games
- Education
  - Increase GED acquisition rates
  - Begin skilled labor certification
  - Parenting classes
  - Religious participation opportunities
  - Law library access
  - Discovery documents

Facilities benefit from tablets in several ways:

- Reduced recidivism
- Increased programs for inmates
- Increased revenue opportunities
- Automated grievance filing
- Commissary ordering

Securus is excited about the future of tablet deployments and welcomes the opportunity to discuss this further with the PCSO.

- **Provide access to educational programming only**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets provide access to educational programming only.

- **Provide access to Smart Jail Mail via MailGuard®**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets provide access to Smart Jail Mail via MailGuard®

Commissary Integration
Provide integration with current and future commissary vendors to allow inmates to order commissary, look up account balances, view transaction history, etc.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets provide integration with current and future commissary vendors to allow inmates to order commissary, look up account balances, and view transaction history. Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All of these methods integrate over secure connections.

Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

Securus Integration Process

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus Secure Call Platform (SCP). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed

- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

PIN Generation

The Securus Secure Call Platform (SCP) enables a facility to set up Personal Identification Numbers (PINs) for each inmate. The system can be configured to require inmates to enter their PIN before making a phone call.

PIN generation can be uploaded from a JMS or Commissary provider using the Securus E-Imports application, web services or a custom integration. PINs can also be manually input through the SCP user interface.

PINs can be linked an inmate's Custody Account for all inmate information including allowed calling schedule, call durations, and more. The number can be configured as a number from 4 to 16 digits in length. Each inmate can be issued a unique PIN. A common practice for PINs is using a combination of fields, such as the last four digits of the jacket ID and the birth month and day of the inmate.

Additionally, some JMS platforms can generate a 4 to 16 digit PIN randomly and send it to SCP via an integration. This option is beneficial because it enables the booking officer to give an inmate their PIN, so they can begin making calls immediately.

PIN Operations

PIN operations through SCP are highly flexible. Facilities can enable or disable PIN operations at the facility, inmate account, or phone level. For example, facility personnel may choose to enable PIN operations for maximum security or long-term areas, and disable PIN operations for overnight, work release, or trustee areas. SCP has no limit on the number of PIN or non-PIN inmate telephones operating at the facility.

For phones programmed for PIN operations, each inmate must enter their PIN before making a telephone call. By using their PIN, they create an audit trail that that shows the inmate that placed the call, the date and time of the call, and the number that called. PINs also enable facility staff to authorize or restrict specific inmates from calling specific numbers.

PIN Restrictions

PINs can be used to restrict inmate calls at the facility, phone, or inmate account level. For example, facilities can identify and lock PINs to a phone or group of phones within a facility. Site administrators also have the ability to transfer PINS, or a single PIN, when inmates change housing units. Transferring PINs can also be automated through our the Securus E-Imports application, web services or a custom integration.

JMS Integration

The Securus SCP can be integrated with a facility's jail management system (JMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that can be automatically populated in SCP from a JMS or Commissary integration include:

- **First Name** – Inmate's first name
- **Middle Name** – Inmate's middle name
- **Last Name** – Inmate's last name
- **Birth Date** – Inmate's date of birth
- **Social Security Number (SSN)** – Inmate social security number
- **Account Number** – Inmate's jail ID, jacket ID, or docket number, to be used as the SCP inmate custody account number. Any number permanently assigned to an inmate hat does not change if they are released and booked back into the facility.
- **PIN** – 4 to16 digit code used by the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date that the inmate entered the facility
- **Gender** – Inmate gender
- **Housing** – Location of the inmate
- **Race** – Inmate race
- **Alert Level** – Typically used for security status such as maximum, minimum, low risk, and death row
- **Max Call Duration** – Call duration applied to each phone call placed by this inmate
- **Three-Way Detection** – Setting to enable or disable three-way call detection for this inmate
- **Language Preference** – Language in which the inmate speaks for reporting purposes (does not dictate the language of phone prompts)
- **Suspended** – Setting to allow or prevent the inmate from placing calls
- **Suspend Start Date** – Start date of calling privileges suspension
- **Suspend End Date** – End date of calling privileges suspension

Securus currently integrates with more than 110 vendors worldwide, including:

Aramark	FSG Software	Sleuth
Beacon Software Solutions	Global Software	Spillman
CBM	Guarded Exchange	Stewart Commissary
Cirqular/SecurManage	ID Networks	SunRidge Systems
Cisco	Intergraph	Synergistics Software Inc.
Correctional Food Services	Justice Data Solutions	TAC-10
Cottrell Consulting	Keefe	Telerus
Cushing Technologies	Lawrence and Associates	Text and Data/JAMIN
Digitech/Jail Tracker	MoneyGram	Tiger
DSSI	New World	TriTech Software Systems
edocTec	Northpoint Institute, Inc.	Turnkey
E-Justice/Crime Cog	Premier Supply Link	UniSys
Emergitech	Primonics	Western Union
EZ Card and Kiosk	PTS	Zuercher Technologies

Electronic Messaging/Inmate Postal Mail

- **Provide for integration with electronic inmate postal mail via MailGuard®.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will all integration with electronic inmate postal mail via MailGuard®.

- **Provide for the electronic delivery of postal mail to include inmate's personal correspondence.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will provide the electronic delivery of postal mail to include inmate's personal correspondence.

- **Postal Mail shall be processed at vendor's off-site facility and delivered to the inmate through the kiosk. Not to include legal mail, books, magazines, or other non-personal correspondence.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will provide postal Mail shall be processed at the vendor's off-site facility and delivered to the inmate through the kiosk. Not to include legal mail, books, magazines, or other non-personal correspondence.

- **An automated keyword tracking system shall be available to flag messages that contain keywords deemed relevant to the Agency.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will provide an automated keyword tracking system shall be available to flag messages that contain keywords deemed relevant to the Agency.

- **Agency staff must be able to alter the list of keywords at any time without contacting Vendor.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will enable agency staff must be able to alter the list of keywords at any time without contacting Vendor

- **PCSO staff must be able to be notified upon messages containing certain keywords.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will enable PCSO staff to be notified upon messages containing certain keywords.

- **System shall not allow inmates to use the messaging service to communicate with one another, whether inside the facility or by using a third-party to relay messages.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will not allow inmates to use the messaging service to communicate with one another, whether inside the facility or by using a third-party to relay messages.

Photo Delivery
- **Provide a photo delivery system allowing friends and family members to send photographs to inmates.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Tablets will provide a photo delivery system allowing friends and family members to send photographs to inmates.

- **All photographs must be placed into a queue and be reviewed by an authorized staff member prior to being delivered to an inmate.**

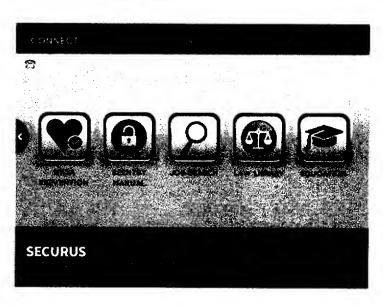**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus Tablets will enable photographs to be placed into a queue for review by authorized staff members prior to being delivered to an inmate.

Law Library
- **Kiosk system will provide inmates with a law library that covers State and Federal Statutes and case law.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' kiosk system will provide inmates with a law library that covers State and Federal Statutes and case law.

The ConnectUs Law Library Application makes legal research simple. Adhere to your legal obligation while reducing costs when inmates perform their legal research using the Securus Law Library Application. This Application provides full access to inmates to complete legal research without the need for transporting inmates to a facility library or special computer. The inmates can remain

in their housing unit and research legal topics through this ConnectUs application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to the PCSO at no extra charge.

Inmates will have secure and electronic access to millions of law publications and articles and they can research all Federal Supreme, Circuit, District, Bankruptcy, State decisions and more through intuitive search capabilities. The Google-like search bar is conveniently located at the top of every page, inviting you to conduct your search using either simple or complex search language. Once the results are delivered, the application offers intuitive 'search-within-a-search-capability' to further narrow the results.

Securus can provide Law Library access to all the ConnectUs terminals at your facility or customize your system and allow you to control the access to the Law Library if you wish by displaying the icon at certain times a day or on certain terminals at your facility. ConnectUs Law Library Application is flexible and can accommodate all of your facility's specific needs. ConnectUs also has embedded the Conflict Resolution feature that is mandatory for shared terminals. This feature will prioritize approved, scheduled events over other activities on the terminal so you don't have to worry about an inmate monopolizing a terminal and causing issues in the housing units.

The simple ConnectUs touch-screen user interface requires no training or prior computer experience, so this allows inmates to perform researches independently and free up staff time. the PCSO staff administrators will have full access to the Law Library at no additional cost.

Law Library Facility Benefits

the PCSO will experience the following benefits with Securus' Law Library application for ConnectUs:

- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information; automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution
- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform
- Reduce costly and time-consuming inmate movement by hosting law library search resources in the housing units rather than escorting them to a physical library or terminal
- Receive turnkey service; Securus takes care of everything

Law Library Inmate Benefits

With the Law Library application, the PCSO inmates will benefit from:

- Ability to perform research independently
- Simple touch-screen user interface that requires no training or prior computer experience
- Improved access to perform legal research
- Always current legal information; no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches

- **Content shall be updated daily and is to be provided at no cost to the Agency or inmates.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

With the Law Library application, the PCSO inmates will benefit from:

- Ability to perform research independently
- Simple touch-screen user interface that requires no training or prior computer experience
- Improved access to perform legal research
- Always current legal information; no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches

Requests, Grievance, and Medical Forms
- **Provide the ability for inmates to submit requests, grievances, and medical forms through the kiosk and enable PCSO staff to set parameters for routing.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus continues to lead the corrections industry with ever-improving technology and solutions. The ConnectUs Inmate Forms/Grievance Application will have a significant impact to facility operational process. It is a custom workflow tool that makes your grievance process completely paperless and allows for grievances to easily be processed by your staff. This application not only creates staff efficiencies but also saves your correctional facility money.

SECURUS Technologies

Functional Overview

The Inmate Forms/Grievance Application is used to electronically process a wide variety of forms submitted by inmates. At a summary level, it performs these functions:

- Provides form creation and management tools to create and manage multiple form types, each with its own customized workflow
- Provides a user interface for inmates to
  - View a list of available form types for completion
  - Complete and submit a form type
  - View a list of their submitted forms and their statuses
  - View the resolution provided to a specific form and either Accept or Appeal the resolution
- Provides a user interface for facility staff to
  - View forms awaiting their action
  - Read and assign a form to another staff member for resolution
  - Request more information from the inmate about a form
  - Provide a resolution to a submitted form back to the inmate
- Provides option to provide one or more Appeal levels to the workflow
- Provides staff supervisors ability to
  - See reports of the volumes and progress of forms through the workflow
  - See pie charts representing age of forms currently in the workflow
  - Assign staff members to process specific forms
- Provides an audit trail of all staff actions in the workflow
- Provides storage and retention of all forms
- Secures access to forms to inmate and only staff assigned to form type

Forms Overview

The Inmate Forms/Grievance Application allows customers to emulate their existing paper forms in an electronic format. Examples of Uses of Forms:

- General Grievance
- General Request
- Request medications
- Request Law Library Access

Form Capabilities

Key form capabilities include:

- Fixed text labels for titles, labels and instructions
- Text fields that are automatically filled from SCP data. e.g. Custody Account Number
- Text fields entered by the inmate
- Text fields entered by facility staff that can be configured to be hidden or viewable by inmate
- Check boxes
- Customizable graphic for facility logo at top of form
- Work-flow unique to the form type. A General Grievance could have a workflow with multiple Appeal Levels, while a request for Law Library Access could have no Appeal level.

Authenticated and Anonymous Forms

Forms are configured to be either Authenticated or Anonymous

Authenticated Forms

Authenticated Forms require an inmate to login (authenticate) prior to completing the form. The Grievance application attaches the inmate's identity to the form for the visibility of facility staff. Optionally, inmates can be required to re-authenticate to submit forms. The re-authenticate option is set in IFD Provisioning and applies to all authenticated forms.

Anonymous Forms

An "anonymous form" does not require the inmate to login to the Inmate Forms/Grievance Application. The Inmate Forms/Grievance application does not attach the inmate's identity to the form to protect inmate from possible recrimination. Anonymous forms have no means by which the inmate may protest (escalate) the resolution of the form. Therefore, anonymous forms cannot have escalation levels.

Since anonymous forms have a simpler workflow than authenticated forms, they can be used as a light-weight processing of forms. Anonymous forms could be used to capture and process simple requests that do not need a response to be sent back to the inmate.

Just because the Inmate Forms/Grievance Application does not track the identity of the inmate submitting an Anonymous form, the form can ask the inmate to provide their name &/or custody account number.

Forms Processing Workflow

The Inmate Forms/Grievance Application provides a configurable work flow for processing inmate form submissions. It is based on a form workflow layer template that is configured for each level of each form type.

The workflow for Anonymous forms is a simpler subset of that for Authenticated forms since anonymous forms cannot be returned to the

The Anonymous work flow is:

1. The inmate accesses the Inmate Forms/Grievance Application on ConnectUs

2. The inmate selects an Anonymous form type, completes it and submits it.

3. The form is routed to the Assigner who reviews and assigns the form to a Processor or Group of Processors. The assignment step can be automated if there is only one Processor for the form time

4. The Processor reviews the form and either

   o Assigns it to another Processor, or

   o Enters a resolution to the inmate request/grievance.

The basic work flow provided by the Inmate Forms/Grievance Application is:

1. The inmate accesses the Inmate Forms/Grievance Application on ConnectUs

2. The inmate selects a form type, then if not already logged in, is prompted to authenticate to the Inmate Forms/Grievance application.

3. Inmate completes input fields of form and submits it.

4. The form is routed to the Assigner who reviews and assigns the form to a Processor or Group of Processors.

   a. The assignment step can be automated if there is only one Processor for the form time

5. The Processor reviews the form and either

   o Assigns it to another Processor

   o Requests more information from the inmate, or

   o Enters a resolution to the inmate request/grievance.

6. The form is routed back to the inmate for the inmate to

   a. Provide requested information, or

   b. Respond to the resolution provided. The inmate can

      i. Actively accept it

      ii. Passively accept it by doing nothing, or

      iii. Appeal it to the next level

SECURUS Technologies

Appeal Levels

One or more Appeal Levels can be configured for each form. Simple requests typically do not have appeal levels configured. Formal grievance forms can have one or more appeal levels depending on the facility's existing grievance process. The Appeal Level work flow similar to the initial (Level 0) workflow.

- **Staff may attach PDF documents to responses to inmate requests.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Inmate Forms/Grievance Application allows the PCSO staff to attach pdf documents to responses to inmate requests.

Information Center
Provide PCSO staff with the ability to upload one or more documents to the kiosk which can be accessed by the inmate (e.g. handbook, bonds list, policies, etc.) with the ability to update documents on demand without Vendor assistance.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Inmate Forms/Grievance Application is used to electronically process a wide variety of forms submitted by inmates. At a summary level, it performs these functions:

- Provides form creation and management tools to create and manage multiple form types, each with its own customized workflow
- Provides a user interface for inmates to
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  - Complete and submit a form type
  - View a list of their submitted forms and their statuses
  - View the resolution provided to a specific form and either Accept or Appeal the resolution
- Provides a user interface for facility staff to
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  - See pie charts representing age of forms currently in the workflow
  - Assign staff members to process specific forms
- Provides an audit trail of all staff actions in the workflow

SECURUS Technologies

- Provides storage and retention of all forms
- Secures access to forms to inmate and only staff assigned to form type

Forms Overview

The Inmate Forms/Grievance Application allows customers to emulate their existing paper forms in an electronic format. Examples of Uses of Forms:

- General Grievance
- General Request
- Request medications
- Request Law Library Access

HARDWARE REQUIREMENTS

The inmate kiosks/video visitation terminals shall be specifically designed for a corrections environment and take in to account facility security. Unit shall be constructed of durable materials with shatterproof LCD touch screen monitor, camera, and a minimum of one audio handset per terminal. All components of the unit shall be tamper proof and not penetrable by liquids. There is a possible requirement of mobile kiosks or tablets in certain circumstances.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The kiosk/video visitation terminal shall include, but not limited to the following:
- **Ability to be securely mounted to the wall.**

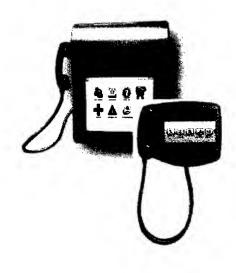**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Kiosk/Video Visitation terminal has the ability to be mounted securely to the wall.

Video visitation terminals are configured to meet the County's requirements.

The Securus Video Visitation terminal is a correctional facility grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

The proposed SVV terminals include, at a minimum, the following:

- A correction grade hardened steel enclosure
- One correction grade audio handset per terminal for the inmate, and two detention grade audio handsets per terminal for the public
- A shatterproof LCD monitor with integrated camera
- Spill-proof enclosures

- Terminals without openings exposed to the user, including all wiring and ventilation holes
- Terminals without any external hinges
- Terminals that are powered by 110 VAC
- Rounded tops and corners
- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use a standards-based video conferencing CODEC
- Options for powering the units on and off

- **Videoconferencing Encoder/Decoder. (H.264 standards preferred)**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal will include Videoconferencing Encoder/Decoder. (H.264 standards preferred)

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- Terminals without any external hinges
- Terminals that are powered by 110 VAC
- Rounded tops and corners

SECURUS Technologies

- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use a standards-based video conferencing CODEC
- Options for powering the units on and off

- **Non-proprietary, off-the-shelf computer components.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal will include non-proprietary, off-the-shelf computer components.

- **Terminal must prevent spills from entering the enclosure.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal architecture will prevent spills from entering the enclosure.

- **Access the web-based applications.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal will include access the web-based applications.

- **Built-in LED lighting during video visitations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal will include built-in LED lighting during video visitations.

- **Terminals shall include a physical keyboard.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal will include a physical keyboard.

- **Powered by 110VAC.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Kiosk/Video Visitation terminal will be powered by 110VAC.

VIDEO VISITATION SOFTWARE REQUIREMENTS

The video visitation software shall include, but not limited to the following:

- Be web-based and allow for Polk County Sheriff's Office personnel to administer visitation sessions and visitation operations based on Polk Sheriff's Office policies utilizing any standard web browser.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will be web-based and allow for Polk County Sheriff's Office personnel to administer visitation sessions and visitation operations based on Polk Sheriff's Office policies utilizing any standard web browser.

- Allow for scheduling, automation, policy management, and usability functionality.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow for scheduling, automation, policy management, and usability functionality.

Securus requires no staff intervention to connect authorized visitation sessions (saving you staffing resources), while other competitors require a significant amount of staff to manually connect visitation sessions.

- Visitors can schedule both remote and on-site video visits from our website
- SVV automatically checks for visitation time conflicts

- Ability to assign a PIN identification number to each inmate and user for every visit.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will include the ability to assign a PIN identification number to each inmate and user for every visit.

With the Securus Secure Call Platform (SCP), each inmate telephone is individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides maximum flexibility in PIN placements. For example, a facility may wish to allow PIN operation in maximum security or long-term areas, while allowing an "all calls" option in overnight, work release, or trustee areas. SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some facilities may choose to assign each inmate a unique PIN that they must enter before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. Additionally, PINs allow the facility increased control over which inmates can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

Facilities can choose one of the following three primary modes to a single phone or group of phones in a facility:

- Mode 1, Open PIN

- Mode 1, Open PIN with Restrictions
- Mode 3, Closed PIN

Mode 1, Open PIN

This is the most basic mode of operations, and the simplest to administer. **Each inmate is assigned a unique PIN to make a phone call.** There are no individual phone number restrictions or calling lists in this mode. SCP applies global system calling restrictions to every call.

Mode 2, Open PIN with Restrictions

Mode 2 builds on the Mode 1 **Open PIN feature and adds the ability to place call restrictions and limits on specific call types while allowing all other phone numbers to process as they would in an Open PIN system.** Mode 2 restrictions can include the recording and alarming of numbers and the use of the facility or global number lists for special circumstance numbers, such as attorneys and external crime tip numbers.

Mode 3, Closed PIN

Mode 3 provides the most restrictive calling privileges. It also requires the most administration of the three modes. **Each inmate registers telephone numbers on their calling list. The total number of destination numbers available is unlimited. The facility determines the maximum number of telephone numbers each inmate can register.** Telephone number registration includes the number, name of the called party, and their relationship to the inmate. The telephone numbers that each inmate registers are associated with the inmate's PIN and reside in the system. **Only that PIN may validate calls to those numbers.** Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers commonly available to all inmates. The common numbers may be assigned global or facility accounts.

The system can set a maximum time limit for any call or all calls from an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone, or telephone number associated with a PIN such as:

- Time of day and/or day of week
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month

The calling platform automatically manages all imposed calling restrictions.

Securus provides an automated PIN and PAN management system called E-Imports that can off-load facility labor required to enter PINs and PANs manually.

- **Allow for multi-lingual interface (English and Spanish at a minimum).**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow for multi-lingual interface (English and Spanish at a minimum).

A decade ago, it was hard to imagine that your correctional facility would need anything more than a telephone on the wall for inmate communications. Today, there are a wide variety of communications options and the device on the wall can be used for so much more than telephone calls.

ConnectUs™ is Securus' vision for the future of inmate communication and self-help services. ConnectUs™ includes an integrated video terminal that facilitates access to Securus and third-party services through a common interface. Your facility can completely manage what an inmate can or cannot do through the ConnectUs™ software.

The ConnectUs™ software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video visitation session, read a digital inmate handbook, submit a grievance, watch a tutorial video or place a commissary order.

ConnectUs™ also manages which applications are available to inmates and when. It ensures that a scheduled visit is not interrupted by another inmate placing a telephone call or using the device to place a commissary order. Moreover, other vendors easily create and publish an application for use by your inmates through ConnectUs™.

Imaging turning your existing hardware into multi-purpose inmate communication devices...

Which present a familiar interface that completely controls *everything* an inmate is presented with...

Yet provides unprecedented communication access within the facility and beyond...

Providing automated reporting compliance, and conflict management...

With an infinite ability to scale—allowing quick implementation of whatever the "next" app might be...

Inspired Design

🌐 Multi-language

ℹ️ Digital Bulletin Board

❌ BIG Buttons

👤 Multi-task

🔄 Conflict Resolution

👆 Touch Screen

ConnectUs™ is a collection of intentional details that add up to an impressively powerful inmate communication platform that consolidates all inmate activities into a single unified interface. With a customized mix of applications, your facility can deliver an experience that keeps pace with today's technology while making life better for your inmates and staff.
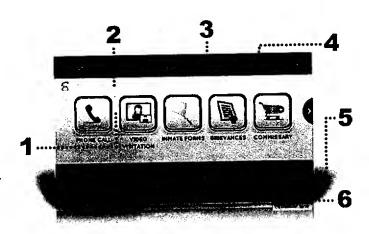
1. Conflict Resolution

ConnectUs™ manages available applications by the time of the day or day of the week. This allows for information applications, such as an inmate handbook, to be available during non-calling hours. ConnectUs™ automatically prioritizes scheduled communication events higher than non-scheduled communication events. If a video visitation is scheduled and another inmate wants to use the same teminal for a telephone call, ConnectUs™ will limit the call duration to avoid conflict with the video visitation session. Similarly, the Telephone Calling Application is disabled when a video visit is scheduled to begin. We manage usage conflicts, so your staff does not have to.

2. Applications

ConnectUs™ provides an "app store" environment where new functionality can quickly and easily be developed and delivered to the inmate.

3. Date/Time

ConnectUs™ continually displays date and time so inmates can manage their schedules and not miss or be late to scheduled communication events.

4. Multi-Language

ConnectUs™ supports the ability to display applications in multiple languages – allowing inmates to use the system in their preferred language and enhancing your facility's support of non-English speaking inmates.
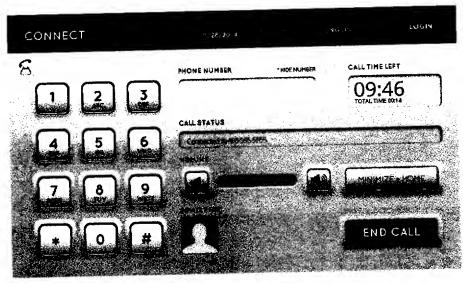
5. Digital Bulletin Board

ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Visitation.

6. Multi-Tasking

ConnectUs™ allows an inmate to use multiple applications at the same time. They can be on telephone call while reading the inmate handbook, or placing a commissary order, or submitting a grievance. The ability to multi-task allows inmates to accomplish tasks quickly instead of unnecessarily preventing other inmates from using the terminal.

Inmate Telephone Application

Inmates can speak to loved ones using our Securus Call Platform (SCP). SCP delivers the latest in inmate calling technology with improved call quality, more effective investigative tools, and greater flexibility and scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost.

Inmates can place calls with the ConnectUs™ terminal they use to conduct a video visitation or submit a grievance. All communications are 100 percent monitored and completely secure.

Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Video Visitation Application

Nothing beats the ability to "see" a loved one, and Securus Video Visitation makes that and much more possible. While a friend or family member visits from the comfort of their home or office, an inmate visits from their pod, eliminating the need to move the inmate inside the facility.

SVV is a fully web-based visitation system that allows family, friends, attorneys, and public defenders to schedule and participate in video visitation sessions with an inmate – from any computer connected to the Internet. Integration phone calling and video visitation onto a common platform maximizes facility revenue and improves investigative capabilities.

Benefits
- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Inmate Request Form Application

Valuable time is lost every day when officers have to process inmate requests manually. Worse yet, every request must be hand written and there is no easy way to maintain accurate records. This creates unnecessary liability for your facility and leaves inmates believing their requests have been ignored.

Inmates can electronically create and track requests through ConnectUs™ and staff can easily review, respond, and process requests. Requests and responses are tracked and saved for future reference. Two-way communication with inmates could not be easier.
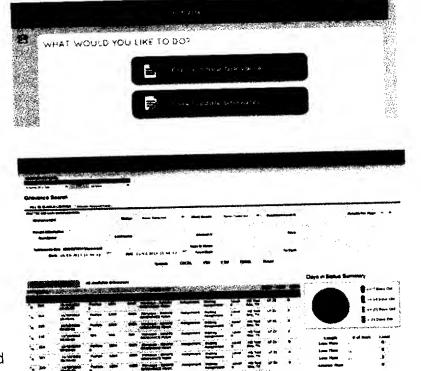
Benefits
- Allow any number of forms made available electronically
- Define custom routing of forms to the correct person
- Enables two-way communication so inmates to receive an electronic response
- Documents and archives all communication

Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.

The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.

Benefits

- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms

How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.
- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- Routing can also include an appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.
- Inmates access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, SCP, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance Dashboard within SCP allows you to process grievances quickly and easily.

Commissary Application

ConnectUs™-enabled devices continue to be useful even when telephone and visitation hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have an immediate impact on commissary revenue.

Benefits

- Eliminate the need for multiple inmate terminals or kiosks
- Increase efficiency by automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

Inmate Handbook Application

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.

SECURUS Technologies

Benefits

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload distributing and replacing handbooks
- Provides instant, electronic updates to documents

Video Education Application

ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours.
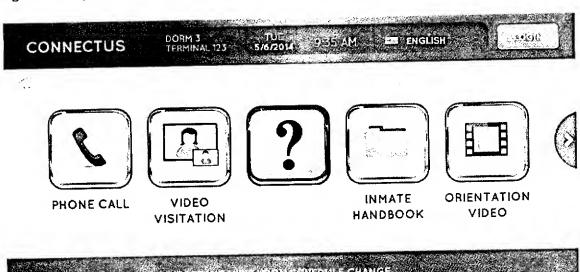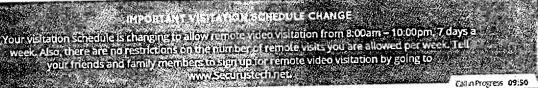
Benefits

- Communicate information to all inmates, even those unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos without staff involvement

Prepared for What Is Next

The ConnectUs™ platform always remains up to date through regular updates. The platform can be customized to meet your needs and has the flexibility to handle whatever is next. In fact, using standard application programming interfaces, this innovative platform enables almost limitless integration with virtually any application, today or in the future.

Securus' mission is to deliver valuable solutions to our customers through technology. This thinking drives all we do. ConnectUs™ is the latest Securus technological innovation designed to improve the safety of your staff, inmates, and simplify facility operations.

- **Provide ad-hoc, 1-to-1 or 1-to-many chat sessions between authorized users.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will provide ad-hoc, 1-to-1, or 1-to-many chat sessions between authorized users.

The following pages provide a brief description of the user profile settings within SCP. This document is intended to serve as a guide only and is not intended to define any particular roles within the PCSO's operations.

Security Templates

The following screen shows the standard user profiles that are pre-configured into each customer's roles. An agency will usually assign the Administrator Role to one or two people. This helps control who can and cannot create new users, expand users' capabilities, change agency phone policy (phone schedules), and add, change, or delete security templates.

Create New Security Template

Creating new roles customizes the capabilities assigned to specific users within the organization. In the following pages, we provide an example with a list of activities, as well as a brief description of each capability.

This is a list of the capabilities allowed within the Administrator Role. The preceding list also shows all the configurable items for a security template. On the following pages, each item is given a summary description.

Admin - Recording Logs
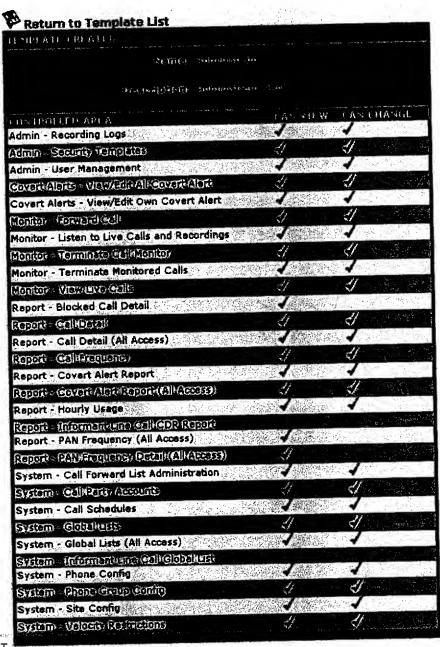
This security setting allows users with full Administrator rights to access, search, and view the Recording Logs for a specific user or view summary details of the activities performed by each user login account.

Admin - Security Templates

Site administrators use Security Templates to create new user security profiles. They can view, read, and modify current security templates to control a user's access to specific features and functions within the SCP user interface. Please note that users and administrators cannot modify profile templates that come standard with the system.

Admin - User Management

The User Management security setting allows authorized users to manage other users. This includes assigning new profiles on the SCP user interface, updating or deactivating users who no longer have access to the system, resetting passwords, and creating and modifying user accounts, including the sites a user can access at the customer level.

SECURUS Technologies

Velocity Restrictions

This security setting allows authorized users read/write permission to the Velocity Restriction feature. A user with access to this feature can create new restriction policies or modify existing policies.

Note 1:   By default, a user assigned to "Can Change" privilege must also be granted "Can View" privilege.

Note 2:   Users cannot monitor, forward, or terminate Informant Line Calls because they are not displayed on the Live Monitoring Screen.

- **Able to support multiple facilities, multiple locations with multiple housing units.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will be able to support multiple facilities, multiple locations with multiple housing units.

While traditional inmate calling systems require significant physical space for hardware, the Secure Call Platform (SCP) serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When additions to the inmate calling system are necessary, the addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility's current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system's functionality.

Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, share reports and analyses between investigators and include relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. Users can choose to share imported data with the community or keep data private to themselves or other specified users.

Investigators can use the THREADS to uncover actionable intelligence from the extensive data set in the national community including, but not limited to:

- National community
  - More than 79 million communication records
  - More than 530,000 current and former inmates
  - More than 430,000 contacts on the outside of the corrections system
- Combined total for all THREADS customers
  - More than 170 million communication records
  - More than 1.4 million current and former inmates
  - More than 1 million contacts on the outside of the corrections system

Securus is one of the only inmate telecommunication vendors to provide secure voicemail opportunities to the facility. Voicemail provides a new path of communication for the inmates, their friends and family members, and attorneys. In addition to communication options, it provides investigative opportunities.

Securus' Voice Mail has the capability for two-way messages, meaning the inmate can leave messages for their attorney or friends and family, and receive a response by voice mail. This benefits inmates and other involved parties because it allows communication even when the called party isn't at the phone to receive the call.

Voice Mail

In the past, facilities have hesitated to offer a voice messaging system because of the lack of system capabilities and security concerns. Accordingly, one-way telephone calls are still the primary form of communication. If a call is placed and the called party does not answer, communication is not possible and the call is terminated.

Limited communication options have caused complaints to be filed by inmates and friends and family members resulting in increases in staff labor due to the handling of complaints, as well as a reduction in facility operational efficiencies due to the loss of contact availability.

How It Works
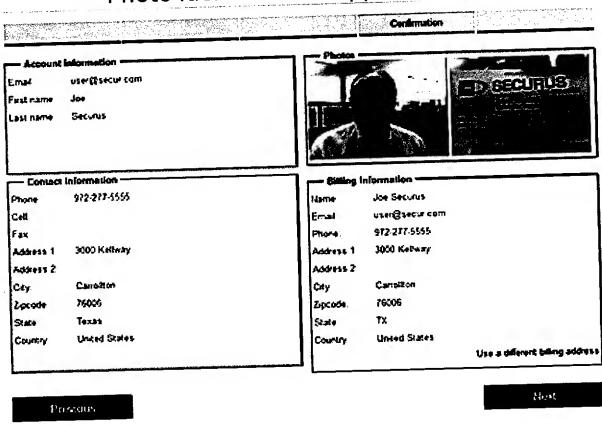
Securus has simplified the process for using Voice Mail. Any caller that has a Voice Mail account with the existing platform can leave a voice message. **Messages can be left for individual inmates or multiple inmates in multiple facilities.** The PCSO provides a secure password-protected account for inmates to use this feature and designates specific inmate telephones in which Voice Mail can be retrieved.

- **Require visitors to provide photo ID for visitation sessions.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will require visitors to provide photo ID for visitation sessions.

SVV requires visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for the PCSO staff approval prior to a visitation session for user creation.

Photo Identification Approval Page

Account Information

Email: user@secur com
First name: Joe
Last name: Securus

Photos

Contact Information

Phone: 972-277-5555
Cell:
Fax:
Address 1: 3000 Kellway
Address 2:
City: Carrollton
Zipcode: 76006
State: Texas
Country: United States

Billing Information

Name: Joe Securus
Email: user@secur com
Phone: 972-277-5555
Address 1: 3000 Kellway
Address 2:
City: Carrollton
Zipcode: 76006
State: TX
Country: United States

Use a different billing address

Previous   Next

Visitors can easily register from any Web-enabled device by going to www.securustech.net. When the facility staff approves the account request the visitor receives an email notification that they have been approved and can now schedule their visit.

Attorneys have a separate registration process from the general public. Attorney accounts will require additional verification, such as a Bar ID.
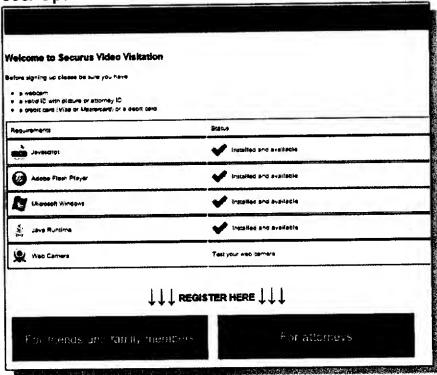
After completing the process, facility personnel must approve and authorize the user's registration before visitation sessions can be scheduled. This process allows the County to verify a visitor's eligibility to visit with an inmate.

Securus allows payment options using credit and debit cards.

SECURUS Technologies

Securus Registration Process

Registration

User Options

Welcome to Securus Video Visitation

Before signing up please be sure you have

- a webcam
- a valid ID with picture or attorney ID
- a credit card (Visa or Mastercard) or a debit card

Requirements	Status
Javascript	Installed and available
Adobe Flash Player	Installed and available
Microsoft Windows	Installed and available
Java Runtime	Installed and available
Web Camera	Test your web camera

↓↓↓ **REGISTER HERE** ↓↓↓

| For friends and family members | For attorneys |

Step 1: Enrollment

Users will need to complete the Enrollment Form, which includes email address, first name, last name, telephone number, address, and password. Fields highlighted in gold are required.
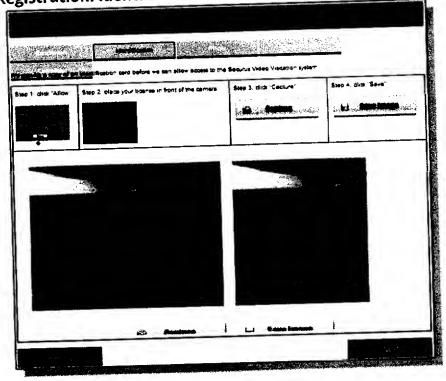
Registration: Enrollment Form

Step 2: Identification

Users will be required to provide a picture of approved identification such as a driver's license.
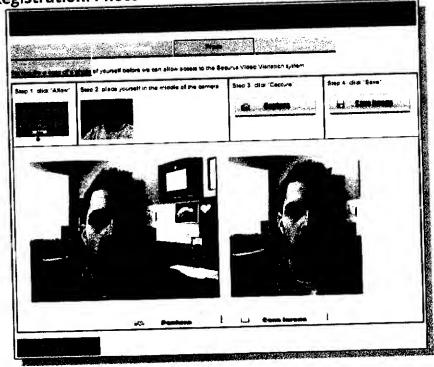
Registration: Identification

Step 3: Photo
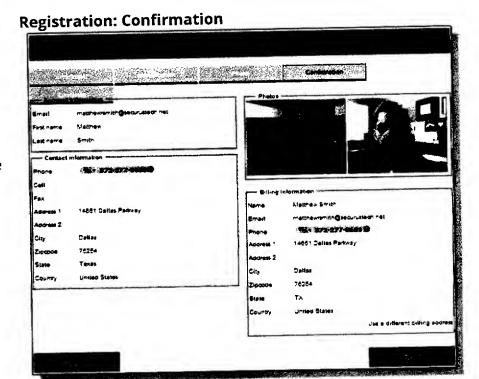
Users will be required to take a self-portrait.

Registration: Photo

SECURUS Technologies

Step 4: Confirmation

Users will be given the opportunity to review all of their information and provide final confirmation before the account is created.

Registration: Confirmation

*Users are given 10 minutes to complete each of the four (4) account creation steps before the software automatically times out.

After all steps are completed, users are instructed to validate their account by clicking on a link in the introduction email and to request access to a specific Securus Video Visitation site.

Registration: Account Validation Email

- **Allow PCSO personnel to designate durations, display timeslots available and reschedule cancelled visitations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow the PCSO personnel to designate durations, display timeslots available and reschedule cancelled visitations.

- **Ability to display a customizable digital banner based on PCSO needs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will display a customizable digital banner based on the PCSO's needs.

- **Ability to send an email to a visitor when a visit is scheduled, modified, or cancelled.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will send an email to a visitor when a visit is scheduled, modified, or cancelled.

- **Ability to visually display warning message and/or audible message of session expiration timeline.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will visually display warning message and/or audible message of session expiration timeline.

- **Allow an inmate to multitask, speak on the phone while reading information regarding facility rules or commissary order etc.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow an inmate to multitask, speak on the phone while reading information regarding facility rules or a commissary order.

- **Allow levels of functionality for Administrators/Users/Read only users.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow levels of functionality for Administrators /Users/Read only users

- **Allow PCSO personnel information for tracking inmate and visitor activities and patterns.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow the PCSO personnel information for tracking inmate and visitor activities and patterns

- **Provide an audit trail of all activity.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will provide an audit trail of all activity.

- **Allow for receipt of information from the PCSO Jail Management System via an FTP file.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow for receipt of information from the PCSO Jail Management System via an FTP file.

- **Ability to record any or all visitations and be searchable/viewable as needed.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will record any or all visitations and be searchable /viewable as needed.

- **Allow recorded visits to be stored for a minimum timeframe designated by PCSO.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will record visits to be stored for a minimum timeframe designated by PCSO.

- **Allow visitations to commence without staff involvement.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation software will allow visitations to commence without staff involvement.

TECHNICALREQUIREMENTS
The system shall include the following:
- **Allow all video and audio streams between the terminals, visitors, and management equipment (servers) to be transmitted over TCP/IP Ethernet. Analog audio/video matrix switching systems are not acceptable.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SVV is a complete ICP/IP-based system with all video streams being conducted over a TCP/IP Ethernet.

SECURUS Technologies

- Consist of inmate terminals connected over a 100 Mbps dedicated Ethernet network so any terminal can be connected to any other terminal.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The system will consist of inmate terminals connected over a 100-Mbps dedication Ethernet, enabling each terminal to be connected to any other terminal.

- Terminals must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The visitor can access our video solution and schedule a visit, as long as they have the proper internet access, computer and necessary accessories such as a webcam and headset.

High quality video using low bandwidth
- Video Standards: H.264

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation uses high quality video using low bandwidth.

SVV uses Video Standards: H.264.

- Video Transmission Speeds: 64 Kbps – 2 Mbps

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation uses video transmission speeds: 64 Kbps – 2 Mbps.

- Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation offers a wide range of video resolutions and bit rates, including: CIF (352 x 288 pixels), SIF (352 x 240 pixels), and QCIF (176 x 144 pixels).

- The system must be designed for:
  - Up to 30 frames per second of high quality video at 384+ Kbps

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation supports up to 30 frames per second of high quality video at 384+ Kbps.

  - Up to 15 frames per second of high quality video at 64 – 320 Kbps

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation support up to 15 frames per second of high quality video at 64 – 320 Kbps.

- **Constant or variable bit rate and frame rate**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video Visitation supports both a constant or variable bit rate and frame rate.

- **The system must provide encryption for all visits.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Video Visitation System provides encryption for all visits.

INSTALLATION/SYSTEMSUPPORT/TESTING

The vendor and PCSO will need to coordinate installation days and time to reduce confusion and down time. Installation timeline will be determined during contract negotiations.

- **System testing, simulating normal operating conditions must be completed to ensure proper performance prior to "go live" implementation.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Our offer includes the installation of all new equipment to the latest generation of the Securus Secure Call Platform (SCP) inmate telephone system including system testing, simulating normal operating conditions must be completed to ensure proper performance prior to "go live" implementation. This upgrade will be a "turn-key" solution owned and maintained throughout by Securus through the life of the contract. Securus will provide all additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware, necessary for the system to operate at no cost to the County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain SCP for the duration of the contract period.

The SCP is unique in the industry and uses revolutionary technology in the area of storing inmate call recordings. Traditional premise-based calling platforms use local hard drives that often fail and require separate media (such as tape drives) for archiving recordings. Our offered SCP platform uses 'SAN' storage. Storage Area Network (SAN) is a high-speed sub-network of shared storage devices, (such as disk arrays, tape libraries or optical jukeboxes). A SAN's architecture works in a way that makes all storage devices available to all servers on a LAN or WAN. Additional storage devices added to a SAN are accessible from any server in the larger network. The SAN stores data in RAID formats spreading the data across multiple drives to prevent data loss if any individual drive fails. This provides the ultimate protection against single drive or server failure and provides security of the call recording. The Securus SAN has more than 500 terabytes of storage space and is continuously monitored and managed through an intelligent, automated processes and storage policies. When these very large storage arrays approach capacity, Securus adds additional capacity to ensure secure storage and retention of all call records and recordings.

- **Vendor will replace any network service or system component that fails to meet required performance levels during testing.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will replace any network service or system component that fails to meet required performance levels during testing.

We use a professional and formal approach to platform and process design that ensures quality software and functionality releases. Before release, all modifications to the platform undergo rigorous testing in a test environment.

Software Development

The Securus use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls ensure the highest system functionality and availability. The Securus development team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high-quality deliverables. The feature/functionality enhancements process stages are:

- Analysis
- Design
- Development
- Quality Assurance
- Implementation
- Post Implementation Support

Each phase has specific deliverables and gates (controls) to ensure high quality and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:

- **Development** – Used by IT Development to create and unit test new enhancements
- **Quality Assurance** – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes
- **Pre-Production** – Used by Production Support to validate hot fixes for production, and for final validation and mock deployment of major functionality releases
- **Production** – Used by all Securus customers and accessible by only Securus Production Support and Tech Support

Each environment has access controls, and we use source code control systems to ensure the proper promotion of code and as a document repository.

Securus uses industry-standard HP Quality Center for defect tracking and follows a rigorous test cycle including:

- **Verification of New Functionality** – Ensures a feature is working as designed

- Load Testing – Determines the upper threshold or breaking point of the component or feature
- **Performance Testing** – Determines the expected user experience
- **Regression Testing** – Ensure all existing functionality still works as designed
- **Exception Testing** – Tests boundary conditions and unexpected usage scenarios

New releases typically create new functionality. Upon completion of the Quality Assurance stage, the code changes are packaged and deployed into our pre-production environment for the final end-to-end quality check, and to optimize the implementation. This effort enables Securus to minimize the maintenance window related to system changes.

Both IT and business stakeholders review and must approve all scheduled changes to production in two change control meetings to safeguard the stability of the production environment.

Upon implementation of new code into production, Securus Production Support and IT Development monitor changes closely to minimize the impact of any adverse or unexpected system behavior.

This attention to detail allows Securus to build feature functionality that leads the industry in quality and performance. For example, the Securus three-way call detection feature has been proven to be more accurate than the same feature offered by competitors. Independent testing by an outside research and testing company proves it. Similarly, our voice biometric feature leads the industry in accuracy.

The voice quality available on our call platform provides near perfect fidelity. Customers have used information heard through background conversations to prevent and solve crimes.

Our quality control does not end with our system design but continues all the way through site installation. Securus and each customer develop a defined quality checklist to install the system in a manner that meets their unique operating requirements. As described and included with our installation plan, Securus uses quality control checkpoints ay each phase of an installation:

- **Quality Control Checkpoint 1** – Provisioning: After customer provisioning is complete, Securus technicians submit a quality control review to the Engineer, Project Manager, and Account Manager for the project.
- **Quality Control Checkpoint 2** – Pre-Installation: While on-site, Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards.
- **Quality Control Checkpoint 3** – Equipment Testing/Functional Validation: Technicians complete test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations.
- **Quality Control Checkpoint 4** – Acceptance: The Securus Project Team provides copies of all quality control documents, equipment inventory records,

and network diagrams. The Securus Project Team will host a review of these documents with the PCSO.

These tools are used to verify that work is completed properly before moving to the next step in a process. Customers must indicate their satisfaction with a sign off moving to the next step in a process.

Internal Controls

Finally, Securus has developed the best internal controls in the industry to make sure we follow our processes and that our information is accurate and ensure its security. We are the only inmate call platform provider to be Sarbanes-Oxley certified. Further, we are the only provider to have SOC-1 (formerly known as a SAS 70 Type II Audit) certification. These two certifications require us to pass rigorous evaluations of internal controls by an outside auditor. These certifications require not only the presence of solid controls but also proof the controls are effective. No other inmate phone provider has obtained either of these certifications.

Securus also employs an internal audit team that constantly reviews and audits our systems and security procedures and verifies our performance compared to our standards.

Strong internal controls protect customer information and ensure the accuracy of accounting and commission payments.

- **System support shall be 24/7/365 with a fully staffed call center owned and operated by the proposer. (US based preferred)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides highly reliable service from initial system design and installation through ongoing maintenance and support. Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Securus does not charge for maintenance, support, training, and repair of system software and equipment.

The local Securus service and account management team provide support 24 hours per day, seven days per week, and 365 days per year (24x7x365). The local team of Securus employees have demonstrated their dedication to the counties in the state of Florida

The following in-house Securus teams work together to support our customers' technical needs:

- Your Securus account team
- Network Operations Center
- Technical Support Center
- Field services team

These teams ensure the County's system is running at peak performance levels.

SYSTEM TRAINING

Training of PCSO personnel shall include, but not limited to the following:

- **No additional costs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides product training for all SCP features in the agreement with the County.

Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all SCP functions.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus ongoing training ensures your staff always "stays on top" current and newly released SCP features.*

SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a offered in a user-friendly, task-oriented format to teach your staff what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the SCP inmate telephone system while focusing on the unique features of our applications.

The following table presents the standard SCP training course modules and associated learning objectives.

SCP Course Modules

Course Module	Objective
Getting Started	• Logging in • Navigating through the features • Managing your password • Contacting Technical Support for service calls
User Administration Activities	• Creating and changing user accounts • Defining a user's role and granting access permission • Resetting a user's password • Deactivating and/or deleting users • Running user management reports
Inmate Administration Activities	• Adding and changing inmate phone accounts • Deactivating inmate phone accounts • Setting up the phones to meet your requirements • Using administrative reports
Monitoring Activities	• Reviewing Call Detail Records (CDRs) • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	• Using CDRs for investigations • Recognizing trends in inmate activity • Using other investigative tools to collect evidence • "Digging" into the details
Super User Activities	• Learning time-saving tips and tricks • Discussing actual facility situations and turning evidence into intelligence • Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

SCP Online Help

Securus also provides online self-help available at all times from a convenient Help menu accessible through SCP. Trainees use this online application to find quick answers to their questions about SCP. Keyword searching offers immediate access to the information or users can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user complete tasks.

Officers can print one topic or the entire help system if a full User Manual is preferred. Securus continuously upgrades and enhances SCP, so we recommend only printing the section needed to ensure all printed material is current.

The following figure illustrates the SCP Online help screen.

Secure Call Platform Online Help

The following table presents the SCP self-help online system features and associated functions:

SCP Online Help Features

Course Module	Objective
Welcome Page	Provides high-level descriptions for selected features describing their purpose and functions.
What is New in SCP	Describes new features in the current release and includes links to receive additional details or task-based instructions.
Getting Started	Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.
Related Topics	Links to SCP feature elements such as phones, inmates, investigations, reports, workforce, and administration.
Pop-up Definitions	Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.
Tips and Tricks	Provides shortcuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.
Frequently Asked Questions (FAQ)	Offers common questions and their answers.
Troubleshooting	Presents self-help instructions for common functions such as the following:
Reference	An inmate was released, but I cannot release his PIN.
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."

- **Conducted on site at various PCSO locations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus offers the following training programs for our facility customers:

- **Onsite Training Courses**—Securus offers customized training at your facility on Securus Investigative Products. This training includes hands-on activities.

- **Dedicated Webinars**—Online webinar training on Securus Investigative Products. These webinars are coordinated and scheduled during a convenient time for the facility.

- **Monthly Webinars**—Provide an introduction to Securus Investigative Products. These webinars occur every month, usually around the same time/date of each month.

- **Securus University**—Provides each facility with online access to product training material, including PowerPoint presentations, user guides, quick reference guides, tutorials, and other reference material. Securus University is available 24x7x365.

- **Regional Investigator's Workshops**—Investigators from different regions will meet for customized onsite training on Securus Investigative Products and how to use these products to assist in their investigations

- **Regional Administrator Workshops**—Administrators from different regions meet for customized onsite training on Securus products. This training focuses on features, processes, and reports that Administrators need to understand to support their Facility using Securus Products.

- **Training for various levels of authority.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Administrator Training includes educating the Facility Administrators on permissions and roles, and the access that each role provides.

- **Training on all functions of the system operation to include; scheduling, implementing, monitoring, recording, reporting, etc. of telephone, video visitation and kiosk systems.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

In addition to standard training, **Securus will develop an online training experience to meet the unique needs of your staff and facility.** We offer **separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers.**

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Super User Activities	• Learning time-saving tips and tricks
	• Discussing actual facility situations and turning evidence into intelligence
	• Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

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Reference	An inmate was released, but I cannot release his PIN.
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."

- **Training conducted by vendor staff, no third party trainers.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides product training for all SCP features in the agreement with the County. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all SCP functions.

- **Training will be ongoing throughout the duration of the contract, when required, at no additional costs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Training Team will provide ongoing training for the PCSO's staff at no additional cost.

Friends and family members are continuously educated on Securus products via Securus Online at no additional cost.

The Securus training team will provide training on new product releases, upgrades, as well as provide refresher training via monthly webinars, dedicated webinars and/or onsite training.

- **Training staff may be required to submit to fingerprinting/background checks.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus performs a criminal background search on all new hires. The search includes the criminal for surrounding counties of current residence and any other place they have lived, National Social Security Number Validation, education, two employment references, and driving records for Field associates.

Credit checks are completed for positions in Accounting and Finance that would have access to cash or banking.

- **Live "help desk" support is required at no additional costs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides highly reliable service from initial system design and installation through ongoing maintenance and support at no additional cost. Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Securus does not charge for maintenance, support, training, and repair of system software and equipment.

The local Securus service and account management team provide support 24 hours per day, seven days per week, and 365 days per year (24x7x365). The local team of Securus employees have demonstrated their dedication to the counties in the state of Florida.

The following in-house Securus teams work together to support our customers' technical needs:

- Your Securus account team
- Network Operations Center
- Technical Support Center
- Field services team

These teams ensure the County's system is running at peak performance levels.

SYSTEM/EQUIPMENT MAINTENANCE
(Telephones/Video Monitors/Kiosks)
System/Equipment maintenance shall include, but limited to the following:
- **System/Equipment at all required PCSO facilities shall be fully functional in regards to all labor, materials, programming, system hardware and software.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' system/equipment at all required PCSO facilities will be fully functional in regards to all labor, materials, programming, system hardware, and software.

Securus provides highly reliable service from initial system design and installation through ongoing maintenance and support. Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Securus does not charge for maintenance, support, training, and repair of system software and equipment.
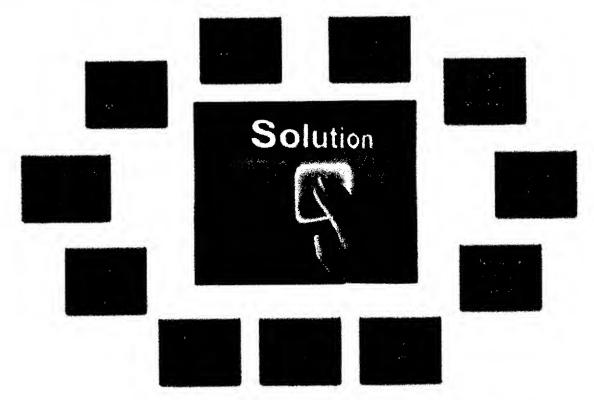
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The following in-house Securus teams work together to support your technical needs:

- Your Securus account team
- Network Operations Center
- Technical Support Center
- Field services team

These teams ensure the County's system is running at peak performance levels.

Meet Your Securus Account Team

The Securus organizational structure has proven to deliver excellent service and technological innovation. Accountability, standards of excellence and leadership begin at the top of the organization with the Securus executive leadership team and filters down to each associate in the company. **Each team member has a personal commitment to delivering outstanding customer care, service excellence and the creation of powerful applications and tools to meet our customers' needs**. Our goal is to form long-term partnerships with our customers. We develop new applications to help customers run their business through a deep understanding of their needs.

Key Personnel for the PCSO

The principal personnel for the PCSO are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency. Daniel McGuinn, your Account Manager, is your primary point of contact. Daniel brings the expertise of the team together to provide a total team approach. **Daniel McGuinn** will also provide you with new options and services as they become available. He will work with your staff to address core issues such as safety, efficiency, and public relations.

Brenda Champion is the Field Service Technician (FST) for the PCSO. Brenda lives very close to your facilities. All Securus FSTs receive training on all of the Securus equipment and products including 40 hours of training on Securus platforms. Training takes place at our training labs in Carrollton, Texas. Additionally, all technicians undergo annual training on OSHA requirements, ESD, and safety in facilities.

It is our desire that your Account Manager and Field Service Technician become virtual members of the County's team to address your needs and concerns quickly.

Securus proposes the following additional personnel, by title, who will accomplish this project:

The key personnel assigned to the PCSO are:

Matt Smith, Sales Vice President
Daniel McGuinn, Senior Account Manager
Paul Alfano, Sales Director
Lorri Ventura, Implementation Project Manager
Pat Robertson, Regional Field Service Manager

Network Operation Center

The Securus employees continuously monitor our Secure Calling Platform (SCP) from our Network Operations Center (NOC) at our headquarters in Dallas, Texas. The NOC is staffed 24x7x365 by network experts certified in the systems and software used to monitor all SCP functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which are available to the County when requested.

The SCP platform provides continuous online supervision and diagnostics — as well as offline system access — for advanced programming, diagnostics, troubleshooting, and call traffic analysis. The Securus service center personnel can access the SCP advanced diagnostics and program control for failure reports, service history, and other diagnostic information.

The NOC reports any actions required to prevent or repair any outages to each Securus employee supporting Polk County. Securus will follow the County's protocols for communicating outages or repair actions in the unlikely event they occur.

Securus Network Operations Center in Dallas, TX

Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through SolarWinds® suite of network performance monitors. This software allows Securus personnel to monitor all hardware, software and system metrics continuously.

Through network monitoring Securus can:

- **Proactively repair systems to prevent outages.** Many times corrections are made before a facility is aware of a problem. This means less downtime and increased system reliability for the facility.
- **Alert remote or on-site engineers of system threshold inconsistencies or alarms.** The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.
- **Receive real-time alerts when the system detects an error.** Monitoring identifies if network elements exceeded established thresholds and alerts Securus personnel of possible carrier network issues.
- **Ensure sufficient resources are in place.** The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.
- **Centrally monitor calling traffic to determine increases or decreases in the number of telephones.** With the PCSO agreement, the service and operations team will install additional telephones when required.

Remote Programming, Diagnostics, and Troubleshooting

The Securus NOC uses monitors the SCP platform and our network. The NOC can contact the Technical Support Center (TSC) if it determines that another level of technical support is needed to address an issue. This action could involve dispatching a Field Services Technician to a Polk County facility.

Technical Support Center

In 2009, Securus made a strategic decision to centralize management of all technical support. Today, Securus provides superior customer service capabilities from a state-of-the-art technical support center located in Dallas, Texas.

Approximately 50 technical professionals staff the Securus Technical Support Center (TSC) which handles approximately 8,000 inbound queries per month. The TSC provides a single-point-of-contact for Securus customers for issues ranging from minor maintenance issues to service outages. Clients can contact the TSC 24x7x365 by any of the following convenient methods:

- **Telephone** – 866-558-2323
- **E-Mail** – technicalsupport@securustech.net
- **Fax** – 800-368-3168
- **Web portal** - http://www.securustech.net/facility/Default.asp

The technical service center offers our clients:

- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure achievement of Service Level Agreements
- Certified technicians to provide quick problem resolution
- System and individual site connectivity monitored 24x7x365

24x7x365 Securus Technical Support Center

Securus technicians receive internal Securus certifications, based on our business and the products and services we support.

Service Levels

When a facility calls Securus, an event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a prescribed resolution timeline and escalation procedure. In all cases, Technical Support will respond to the customer within the required timeframe.

Priority 1 Service Level

A Priority 1 (P1) assignment—our highest priority assignment—occurs when a system event adversely affects 30 percent or more of system functionality. Examples of P1 service assignments include:

- Voice prompts not operating
- Features are not operating appropriately

- CD-burning abilities disabled
- Live call monitoring is not operating appropriately
- SCP access denied
- All phones out-of-service

The response time for a P1 event is two hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

A P1 events escalate to:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Executive Director of Service

If the problem resolution is delayed, escalation procedures within the Securus Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

Priority 2 Service Level

A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5 to 29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Workstation
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers
- Missing call detail records (CDRs)
- Call searching

The response time for a P2 event is 24 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P2 events escalate to the Technical Support Department.

Priority 3 Service Level

A Priority 3 (P3) assignment—our lowest priority assignment—occurs when a system event adversely affects 5 percent or less of system functionality. System events adversely affecting some of available facility phones. Examples of P3 service assignments include:

- Static on the phone
- A party's inability to hear
- An inmate's inability to dial
- A broken phone

- Non-functioning dial pad
- Non-functioning cutoff switches
- An inability to generate reports

The response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P3 events escalate to the Technical Support Department.

Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

The supervisory escalation chain is:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team's responsibility is supporting external customers, including Customer Service, Field Services, Installation and Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

The following figure illustrates the Securus Service and Operations organization, which is staffed by full-time Securus employees.

Services and Operations Organization

Securus adopted this operational model because of the natural interaction between functional groups. Having our support services integrated and centrally managed enables cross-functional group interaction, improving the response time, and efficiencies of our services.

Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.

Trouble Ticketing Process

In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

County facilities can also open and track trouble tickets through our convenient facility portal.

Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the County designee.

Open Service Ticket

Manage Your Service Tickets

FacilityPortal

Facility Name

Dashboard

Portal Manager

Commissions Reports

General Reports

Order Materials

Downloads & User Guide

Service Center

   Your Tickets

   Create A Ticket

   Data Search

     Search Tickets

Help

Secure Call Platform

Log-Out

Your Service Tickets

Facility Name	13802698	Div 11 VB enrollments	2011-08-16 09:56:04	Closed
Facility Name	13799289	Voice Biometrics - the customer is enrolling/re-enrolling inmates in VB at Division 11...	2011-08-12 11:06:18	Closed
Facility Name	13792501	Report Request: Calls completed in 2008 from Division 1, Tier 8-4 Call period is 9/1...	2011-08-05 15:19:43	Closed
Facility Name	13783054	customer reports that he creates an iso image to burn to DVD and when image was downlo...	2011-07-29 10:24:54	Closed
Facility Name	13782536	Voice Biometric - Re-enrollments the customer is doing re-enrollments of inmates at t...	2011-07-28 11:10:58	Closed

1234 ⟳
Total Tickets

Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

Ticket Detail

FacilityPortal

Marketing

Dashboard

Portal Manager

Reports

Order Materials

Downloads & User Guide

Service Center

   Your Tickets

   Create A Ticket

   Data Search

     Search Tickets

S-Gate

Log-Out

Ticket Details #13529104

Call Description:	female pod H block phone not working	
Ticket Priority:	3	
Ticket Status:	Closed	
Date Opened:	12/29/2010 8:14:24 AM	
Last Update:	12/29/2010 8:51:24 AM	
Solution Description:	reset steps	

igreathouse	12/29/2010 8:43:03 AM	Issue Resolved - Waiting for Customer Approval
igreathouse	12/29/2010 8:29:33 AM	Authorization Obtained from Hogan

Create A New Journal Note

Facility Portal Reports

County users can view or download several reports from the Facility Portal:

- **Calling Activity Report** – This report provides details on the number and type of calls made from a telephone number at the facility.
- **Call Type Summary Report** – This report provides details on the number and type of calls made from a specific telephone number at the facility. Calls will be broken down by local, intraLATA, interLATA and interstate.
- **Daily Call Volume Snapshot** – This report shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** – This chart details the most frequently called numbers from the facility.
- **Preliminary Monthly Revenue Report** – This report details all calls, minutes and revenue for a specific date range.
- **Preliminary Daily Revenue** – This report details all calls, minutes, and revenue for a specific date.
- **Investigation Tool** – This tool allows for tracking of a specific dialed number from any of the approximately 2,600 facilities serviced by Securus.

The Securus Field Services Team

The Securus Field Services organization is one of the largest in the inmate phone system industry. Our team consists of approximately 150 Field Service Technicians (FSTs) located throughout the United States, including a team to support the systems in Polk County. Our teams have expanded based on our growing customer needs.

Our field services team installs and maintains inmate phone systems for approximately 2,600 facilities and a million inmates in 47 states. The Securus Field Operations Director manages three Regional Service Managers who possess more than 60 years of combined field service experience.

Field Service Technicians

Securus requires that all FSTs have an extensive telecommunications background and tests each applicant before employment. Additionally, FSTs receive extensive Securus training and certifications to support our product offerings.

FSTs respond to critical issues within four hours (or less if required by specific County requirements). The technician is required to follow a structured technical and management escalation process if they are unable to isolate the problem within four hours. Our integrated support model keeps our centralized technical support team engaged through problem resolution. FSTs and the technical support team have direct access to product and development engineers, enabling them to expedite repairs and minimize customer downtime.

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have a required part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Field Service Manager

In addition to FSTs, Securus customers are supported by field service managers who:

- Conduct remote visits via phone bimonthly. Based on information obtained from call, a trouble ticket may be opened
- Work with the account team quarterly to evaluate contract progress with the County
- Provide the facility with applicable site information that assists them based on the account profile
- Monitor ticket traffic
- Resolve escalation issues, as needed.

Each field service manager possesses the skills required to perform the duties of the field service technician and can provide additional or backup support as needed.

Field Service Technician (On-Site)

- Notify the site contact when on-site
- Perform on-site routine hardware maintenance on monthly
- Check each phone at a minimum of once month for problems
- Adhere to the contractually defined maintenance schedule
- Maintain a detailed log reflecting the date each phone was last checked
- Open service ticket to address all issues
- Repair faulty hardware as required
- Conduct additional on-site visits as requested by the Securus Field Service, or Territory Managers
- Track ticket history and closure as required by the Service Manager.
- Complete site visit log
- Serve as Securus liaison
- Attend safety meetings as required by the PCSO
- Escalate issues as needed

- **Installed System/Equipment shall be warranted to be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Vendor shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no additional cost to the Polk County Sheriff's Office.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' system/equipment is warranted to be free of defects, irregularities, unprofessional installation, code violations and will operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Vendor shall immedialy correct the defect or irregularity or bring the system within codete and performance specifications at no additional cost to the PCSO.

- **Programming and maintenance services shall be at no additional cost to the Polk County Sheriff's Office.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' programming and maintenance services will be provided at no additional cost to the PCSO..

- **Replacement of the System/Equipment regardless of cause including, but not limited to; normal wear/use, inmate abuse, natural disaster, or inmate unrest. This System/Equipment replacement will be performed at no cost to the Polk County Sheriff's Office and will occur as soon as possible upon notification to the Vendor by the Polk County Sheriff's Office facility.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Replacement of Securus' system/equipment regardless of cause including, but not limited to; normal wear/use, inmate abuse, natural disaster, or inmate unrest will be performed at no cost to the Polk County Sheriff's Office and will occur as soon as possible upon notification to the Vendor by the PCSO facility.

- **All maintenance at Polk County Sheriff's Office must be performed by removing the unit from the wall.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will perform all maintenance at the PCSO by removing the unit from the wall.

- **All maintenance calls from the Polk County Sheriff's Office shall be answered by a "live" operator/service representative at all times. Call site located within the continental United States (Preferred)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All maintenance calls from the PCSO will be answered by a "live" operator/service representative at all times. Call site located within the continental United States (Preferred)

The Securus employees continuously monitor our Secure Calling Platform (SCP) from our Network Operations Center (NOC) at our headquarters in Dallas, Texas. The NOC is staffed 24x7x365 by network experts certified in the systems and software used to monitor all SCP functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which are available to the County when requested.

The SCP platform provides continuous online supervision and diagnostics — as well as offline system access — for advanced programming, diagnostics, troubleshooting, and call traffic analysis. The Securus service center personnel can access the SCP advanced diagnostics and program control for failure reports, service history, and other diagnostic information.

The NOC reports any actions required to prevent or repair any outages to each Securus employee supporting Polk County. Securus will follow the PCSO's protocols for communicating outages or repair actions in the unlikely event they occur.

Securus Network Operations Center in Dallas, TX

Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through SolarWinds® suite of network performance monitors. This software allows Securus personnel to monitor all hardware, software and system metrics continuously.

Through network monitoring Securus can:

- **Proactively repair systems to prevent outages.** Many times corrections are made before a facility is aware of a problem. This means less downtime and increased system reliability for the facility.
- **Alert remote or on-site engineers of system threshold inconsistencies or alarms.** The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.
- **Receive real-time alerts when the system detects an error.** Monitoring identifies if network elements exceeded established thresholds and alerts Securus personnel of possible carrier network issues.
- **Ensure sufficient resources are in place.** The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.
- **Centrally monitor calling traffic to determine increases or decreases in the number of telephones.** With the PCSO agreement, the service and operations team will install additional telephones when required.

Remote Programming, Diagnostics, and Troubleshooting

The Securus NOC uses monitors the SCP platform and our network. The NOC can contact the Technical Support Center (TSC) if it determines that another level of technical support is needed to address an issue. This action could involve dispatching a Field Services Technician to a Polk County facility.

Technical Support Center

In 2009, Securus made a strategic decision to centralize management of all technical support. Today, Securus provides superior customer service capabilities from a state-of-the-art technical support center located in Dallas, Texas.
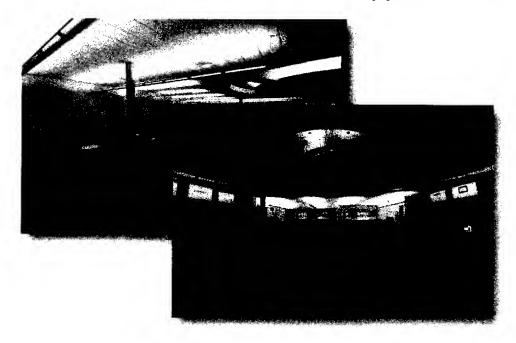
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- **Telephone** – 866-558-2323
- **E-Mail** – technicalsupport@securustech.net
- **Fax** – 800-368-3168
- **Web portal** - http://www.securustech.net/facility/Default.asp

The technical service center offers our clients:

- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure achievement of Service Level Agreements
- Certified technicians to provide quick problem resolution
- System and individual site connectivity monitored 24x7x365

24x7x365 Securus Technical Support Center

Securus technicians receive internal Securus certifications, based on our business and the products and services we support.

Service Levels

When a facility calls Securus, an event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a prescribed resolution timeline and escalation procedure. In all cases, Technical Support will respond to the customer within the required timeframe.

Priority 1 Service Level

A Priority 1 (P1) assignment—our highest priority assignment—occurs when a system event adversely affects 30 percent or more of system functionality. Examples of P1 service assignments include:

- Voice prompts not operating
- Features are not operating appropriately
- CD-burning abilities disabled
- Live call monitoring is not operating appropriately
- SCP access denied
- All phones out-of-service

The response time for a P1 event is two hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

A P1 event escalates to:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Executive Director of Service

If the problem resolution is delayed, escalation procedures within the Securus Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

Priority 2 Service Level

A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5 to 29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Workstation
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers
- Missing call detail records (CDRs)
- Call searching

The response time for a P2 event is 24 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P2 events escalate to the Technical Support Department.

Priority 3 Service Level

A Priority 3 (P3) assignment—our lowest priority assignment—occurs when a system event adversely affects 5 percent or less of system functionality. System events adversely affecting some of available facility phones. Examples of P3 service assignments include:

- Static on the phone
- A party's inability to hear
- An inmate's inability to dial
- A broken phone
- Non-functioning dial pad
- Non-functioning cutoff switches
- An inability to generate reports

The response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P3 events escalate to the Technical Support Department.

Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.
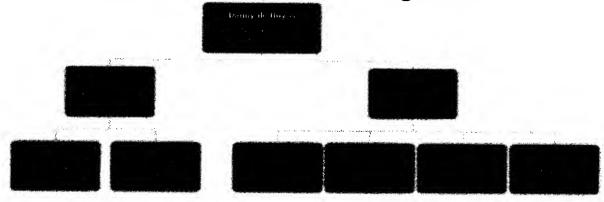
The supervisory escalation chain is:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team's responsibility is supporting external customers, including Customer Service, Field Services, Installation and Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

The following figure illustrates the Securus Service and Operations organization, which is staffed by full-time Securus employees.

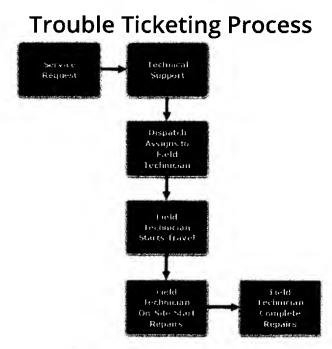# Services and Operations Organization

Securus adopted this operational model because of the natural interaction between functional groups. Having our support services integrated and centrally managed enables cross-functional group interaction, improving the response time, and efficiencies of our services.

Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.

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Event Tracking System

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The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

County facilities can also open and track trouble tickets through our convenient facility portal.

Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the County designee.

- **Major Outage" and "Routine Service" response times will be determined during the contract negotiations stage of the Proposal.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- **Any report of System failure considered a "Major Outage", reported by the PCSO must be addressed by the Vendor within the timeframe negotiated. This includes, but may not be limited to the following:**
  - **Any component of the System/Equipment that renders the system incapable of performing its normal functions.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has been available since February 2006 and has never experienced a total system failure lasting more than 24 hours. SCP is currently installed and operated at more than 2,200 customer sites. Our Network Operations Center (NOC) is dedicated to monitoring and measuring the performance of SCP. When outages occur, our NOC staff handles them quickly to limit customer impact.

The following statistics show the most recent SCP uptime through July 31, 2016:

2012 Performance:
- SCP User Interface Availability   99.929% uptime
- SCP Platform Availability   99.983% uptime
- SCP Network Availability   100% uptime

2013 Performance:
- SCP User Interface Availability   99.986% uptime
- SCP Platform Availability   100.00% uptime
- SCP Network Availability   99.994% uptime

2014 Performance:
- SCP User Interface Availability   100.00% uptime
- SCP Platform Availability   100.00% uptime
- SCP Network Availability   100.00% uptime

2015 Performance:

- SCP User Interface Availability   99.828% uptime
- SCP Platform Availability   99.865% uptime
- SCP Network Availability   99.885% uptime

2016 Performance (as of July 31, 2016):
- SCP User Interface Availability   99.992% uptime
- SCP Platform Availability   100.00% uptime
- SCP Network Availability   100.00% uptime

Securus Technologies has designed and implemented a robust network architecture that provides for quick disaster recovery, minimalizing downtime for the Securus platform and its customers. Securus has demonstrated its ability to recover efficiently under extreme circumstances, restoring service to our customers with no data loss.

Risk Mitigation

Securus has implemented a platform and infrastructure designed to minimize potential outages and protect customer data. Multiple data centers, diverse network paths, redundant platform systems and proactive monitoring mitigate the majority of risks.

Data Centers

Securus maintains a presence in three data centers in three geographically diverse locations. Our data centers are designed to withstand worst case events and maintain 99.95% availability. The data centers, managed and staffed by a carrier-class data center host, meet or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier IV (highest availability) data centers including:

- Ability to withstand a 96-hour power event
- 2-hour fire protection
- Multi-layer physical security
- Multiple power delivery paths.

Additionally, Securus data centers have redundant uninterrupted power systems, N+1 generator redundancy, and N+1 cooling redundancy. All systems and network equipment have

TIA-942 Infrastructure standards for data centers
Telecommunications Industry Association

redundant power paths. Multiple telecommunications carriers also serve each data center for load balancing and path diversity. Securus data centers are manned 24x7x365 for immediate physical assistance inside the data center.

Multiple checks ensure data center physical security including guarded, photo-verified check-in, dual door authentication (card and biometric), and a mantrap (interlocking door controller) at the data center suite entrance.

Redundancy

Redundancy is a key component of the Secure Call Platform (SCP). While operating on a single platform, Securus' SCP runs on duplicate environments in separate data centers in Atlanta, GA and Dallas, TX. Each component has N+1 redundancy meaning that a failure of any one component does not result in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of SCP, Securus has also designed redundancy into all support systems either through N+ 1 configuration, database clusters, virtual machines, load balancing or other failover methods. All network transport has redundant network equipment and routing to allow traffic to reroute in the event of a failure.

The SCP platforms in Dallas and Atlanta were designed and built to the same specifications. This standardization allows rehoming of systems from their primary data center to an alternate data center in the event of a failure.

All circuits coming into Securus data centers use multiple diverse carriers, including the interconnections between data centers. In the event of a failure, traffic will reroute across a redundant circuit or path. Additionally, Securus utilizes multiple carriers for inmate calls from the SCP platform. Calls to family and friends will immediately reroute upon failure of any carrier.

Securus utilizes multiple methods of storage to minimize the risk of data loss. All critical systems and data are backed up at regularly scheduled intervals and stored offsite for retrieval if needed. In addition to offsite storage, Securus replicates voice clips, call recordings and validation data between the data centers.

Securus uses industry leading vendors for all platform and network hardware including Dell, Cisco, Oracle, EMC, Big IP and Intel. In addition to the redundancy designed into the platform and network, Securus also maintains a spare parts inventory onsite at each of our data centers to expedite repair of a failed component. Securus also maintains premium-level support contracts with each vendor that define stringent service level agreements in the event of failure.

Securus maintains an inventory of spare parts for our facility-based components at our headquarters in Dallas, Texas and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support restoral efforts at our customer sites. Our technical field representatives located throughout the country also carry an inventory of

the most commonly needed spare parts. With spare parts on board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit.
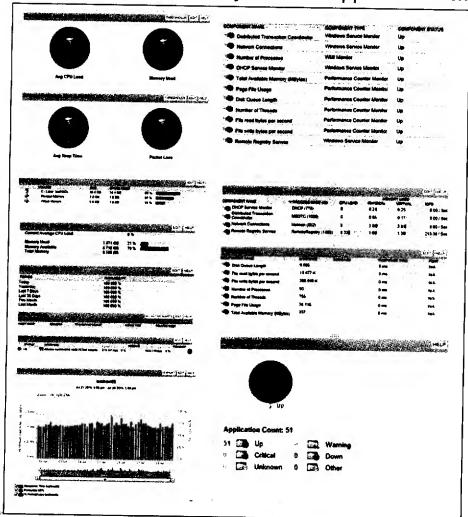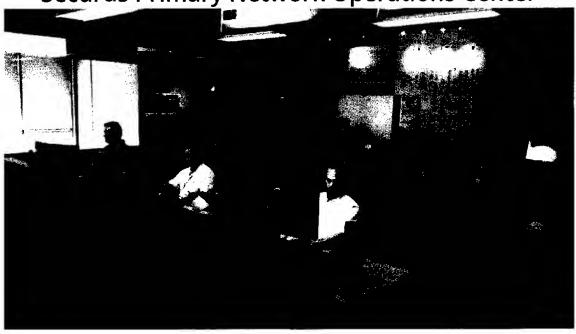
Proactive Monitoring

Data Centers and Network

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including SCP, network, back-office systems and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.
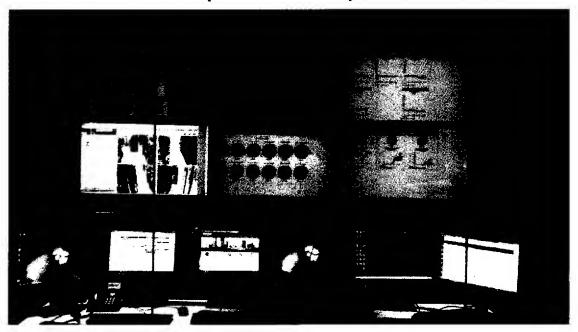
SolarWinds® Typical Monitored System and Application Elements

Securus Primary Network Operations Center
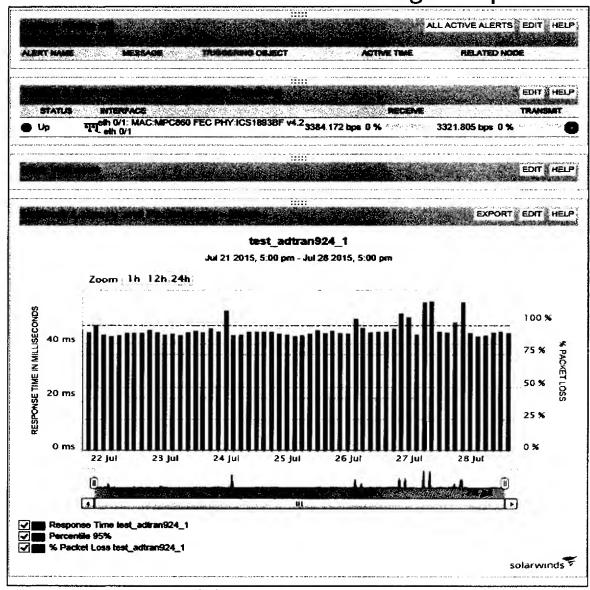
Securus Backup Network Operations Center

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Restoration

Platform and Network

In the event of a disaster impacting SCP or our network, Securus immediately assembles a team of engineers to begin investigation and restoration of services. Securus maintains a schedule of on-call personnel for immediate response to service-impacting events and will also engage 3rd party vendors if required. If a state of emergency is declared, the Securus Business Continuity Plan will be activated.

The Securus Secure Call Platform is one the most stable calling platforms in the industry with nearly perfect, 100% availability. Through design, proactive monitoring, and rapid-response procedures, Securus minimizes customer-impacting outages. Data storage with multiple layers of redundancy minimizes the risk of losing critical data and recordings.

When disasters strike, Securus responds quickly and methodically to ensure the fastest restoration of service possible. And we have been tested.

In the spring of 2015, the Dallas, TX area, home of two Securus data centers, was impacted by weeks of significant storms resulting in 27 deaths and more than a billion dollars of property damage due to flooding. Early one morning, lighting struck a Securus data center damaging cooling units. Normally, this cooling would have been restored within minutes, but the roads leading to the data center were closed due to flooding causing a longer response time for service technicians. Securus' equipment rapidly overheated and began to fail. More than a quarter million dollars of components suffered fatal damage and needed replacement. Even with this once-in-a-lifetime series of compounding events, calling services were restored the same day for most facilities, and there was no loss of customer data, investigative data or recordings.

- Processors, recording equipment, power supplies, etc.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
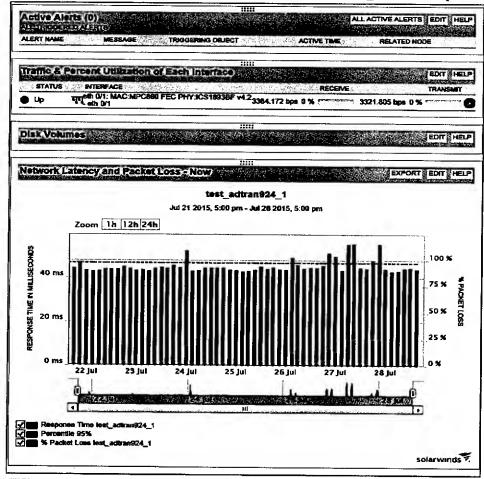
The Securus Secure Call Platform (SCP) is a fully self-contained digital switching system, requiring minimal AC power. If local power fails, the uninterruptible power supply (UPS) maintains system power, allowing calls to complete. The UPS ensures complete operation of the phone system, including recording and network services, for a minimum of 15 minutes. All UPS equipment provides power conditioning and an additional layer of surge protection.

Additionally, facilities using the SCP system no longer have to fear lost call data due to local disasters or localized security breaches. Securus stores all facility data in centralized, fault tolerant data repositories for easy, secure retrieval from any location, by any authorized user. If there is a localized facility outage, approved facility personnel can access site data from any location, at any time. Access issues and loss of data due to hard drive or other on-site system failures are a thing of the past for SCP users. The platform resides in two, geographically diverse, fault tolerant, carrier-class data centers to ensure data integrity.

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

- **Negotiated percentage of visitation kiosks.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
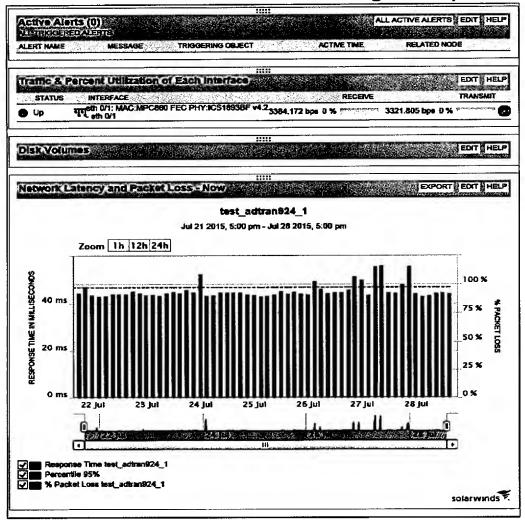
Securus prioritizes recovery of premise-based equipment by facility type and equipment location. Maximum-security institutions and institutions with high inmate phone usage receive priority. Prioritization also considers customer requirements and preferences. Securus has developed procedures (checklists) to protect personnel and equipment in the event of an emergency situation. Securus will combine headquarters and field staff efforts to expedite service recovery wherever possible. Securus coordinates each checklist to ensure compliance with each facility's guidelines.

Securus has a field support department with more than 165 field service associates supported by a centralized field dispatch team. The Field Service Technicians (FST) are strategically located to support ongoing maintenance as well as any disaster recovery situations. The FSTs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime.

Premise Equipment
The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

- **PIN functionality.**

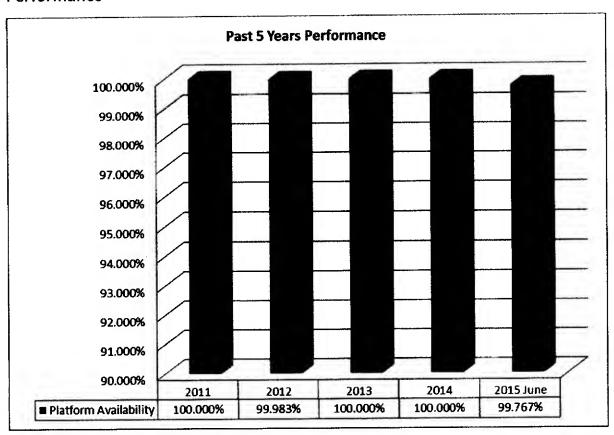**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Upon confirmation of a service impacting event, the Network Operations Center will issue an internal Service Interruption Report (SIR). The SIR will include the nature of the outage, impact to facilities and estimated time of restoration if known. Each incident is assigned an urgency level based on the level of customer impact.

Customer contact personnel receive SIRs, so they can communicate with customer facilities proactively or reactively as required by the facility. Additionally, when possible, Technical Support may communicate a service impacting event via a splash screen in S-Gate, the customer interface to SCP. Regular updates ensure that information provided is always current. Securus executives also receive all SIRs, so they are aware of all customer-impacting events.

The NOC will issue a final SIR upon issue resolution. Securus investigates each incident and completes a root-cause analysis (RCA) following all service impacting events. Once the root cause is determined, Securus makes RCA documents available customers upon request.

Performance

Past 5 Years Performance

	2011	2012	2013	2014	2015 June
■ Platform Availability	100.000%	99.983%	100.000%	100.000%	99.767%

Premise Equipment

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SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

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> - **Call monitoring.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
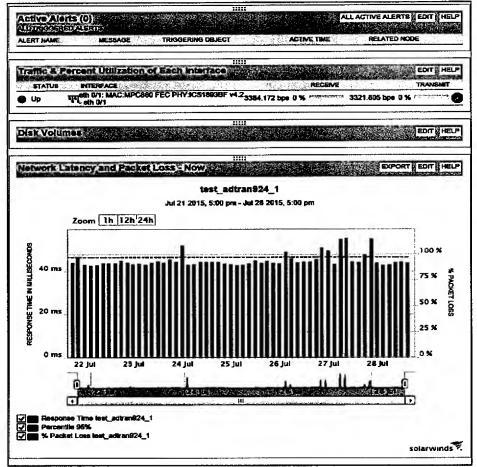
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SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.
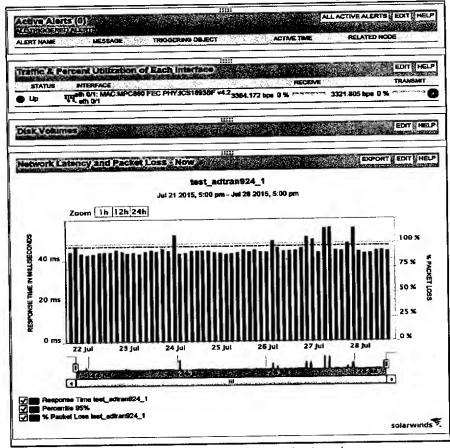
- **Disabling call/visitation functionality.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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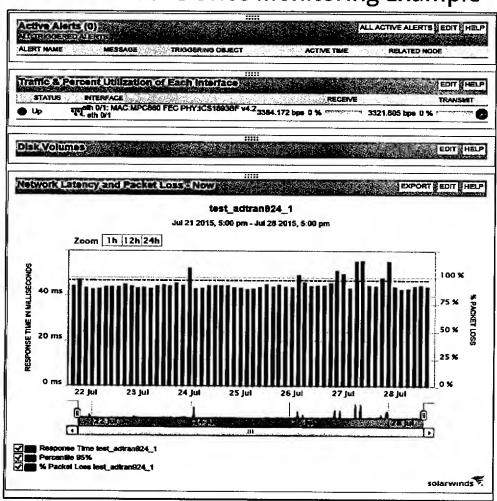# SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

For a "Major Outage" the Vendor must respond to the service problem within the negotiated timeframe of the initial report by the Polk County Sheriff's Office through the use of remote testing/access or by qualified technician at site.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support management is five years and our technicians average four years.

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year.** There are four ways to contact the TSC:

- **Telephone**: 866-558-2323
- **E-Mail**: technicalsupport@securustech.net
- **Fax**: 800-368-3168
- **Web portal @ http://**www.securustech.net/facility.asp

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access S-Gate, all phones down.	2 hours	Securus Technical Support Center notifies the facility when the service issue is resolved. If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. Technical Support Manager & Field Service Manager. Technical Support Director & Field Service Director. VP Service & Operations
P2	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 hours	Securus Technical Support Center notifies the facility when the service issue is resolved. If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. Technical Support Manager & Field Service Manager. Technical Support Director & Field Service Director. VP Service & Operations
P3	A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by	72 hours	Securus Technical Support Center notifies the facility when the service	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure

the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.	issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations

Responses to "Major Outage" situations must occur on a 24 hour/7 day/365 day year basis throughout the term of this contract.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus employees continuously monitor our Secure Calling Platform (SCP) from our Network Operations Center (NOC) at our headquarters in Dallas, Texas. The NOC is staffed 24x7x365 by network experts certified in the systems and software used to monitor all SCP functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which are available to the County when requested.

The SCP platform provides continuous online supervision and diagnostics — as well as offline system access — for advanced programming, diagnostics, troubleshooting, and call traffic analysis. The Securus service center personnel can access the SCP advanced diagnostics and program control for failure reports, service history, and other diagnostic information.

The NOC reports any actions required to prevent or repair any outages to each Securus employee supporting Polk County. Securus will follow the County's protocols for communicating outages or repair actions in the unlikely event they occur.

Securus Network Operations Center in Dallas, TX

Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through SolarWinds® suite of network performance monitors. This software allows Securus personnel to monitor all hardware, software and system metrics continuously.

Through network monitoring Securus can:

- **Proactively repair systems to prevent outages.** Many times corrections are made before a facility is aware of a problem. This means less downtime and increased system reliability for the facility.
- **Alert remote or on-site engineers of system threshold inconsistencies or alarms.** The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.
- **Receive real-time alerts when the system detects an error.** Monitoring identifies if network elements exceeded established thresholds and alerts Securus personnel of possible carrier network issues.
- **Ensure sufficient resources are in place.** The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.
- **Centrally monitor calling traffic to determine increases or decreases in the number of telephones.** With the PCSO agreement, the service and operations team will install additional telephones when required.

Remote Programming, Diagnostics, and Troubleshooting

The Securus NOC uses monitors the SCP platform and our network. The NOC can contact the Technical Support Center (TSC) if it determines that another level of technical support is needed to address an issue. This action could involve dispatching a Field Services Technician to a Polk County facility.

Technical Support Center

In 2009, Securus made a strategic decision to centralize management of all technical support. Today, Securus provides superior customer service capabilities from a state-of-the-art technical support center located in Dallas, Texas.

Approximately 50 technical professionals staff the Securus Technical Support Center (TSC) which handles approximately 8,000 inbound queries per month. The TSC provides a single-point-of-contact for Securus customers for issues ranging from minor maintenance issues to service outages. Clients can contact the TSC 24x7x365 by any of the following convenient methods:

- **Telephone** – 866-558-2323
- **E-Mail** – technicalsupport@securustech.net
- **Fax** – 800-368-3168
- **Web portal** - http://www.securustech.net/facility/Default.asp

The technical service center offers our clients:

- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure achievement of Service Level Agreements
- Certified technicians to provide quick problem resolution
- System and individual site connectivity monitored 24x7x365

24x7x365 Securus Technical Support Center

Securus technicians receive internal Securus certifications, based on our business and the products and services we support.

"Routine Service" will be performed based on the negotiated times determined during the contract negotiations. "Routine Service" will be performed through the use of remote access or by qualified technician on site. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support management is five years and our technicians average four years.

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The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
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P2	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items	24 hours	Securus Technical Support Center notifies the facility when the service issue is resolved. If a technician is required, Securus Dispatch or Field Service Technician	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. Technical Support

			Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
	such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.		contacts the customer with an estimated time of arrival	
P3	A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.	72 hours	Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations

VIDEO VISITATION NON FACILITY RELATED CUSTOMER SERVICE
Provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, determine call rates, make payments, access account information, and resolve issues.

- **System must support mobile devices such as cell phones and tablets.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus product offering is like no other in the industry. Through our robust platforms, we offer more products and investigative applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Inmate identification: biometric and/or security code validation
- Calls on a prepaid or collect basis to friends and family members
- Identity authentication of called party
- Call restriction to certain parties (e.g., judges, jurors, witnesses, and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call monitoring capabilities
- Real-time credit quality assessment of called party
- Interface capabilities to many commissary and/or jail management systems

Over the past 20 years, Securus has spent more than $100 million and devoted 300,000 man-hours developing an advanced, packet-based network platform that provides many cost and service advantages for our customers. We have transitioned nearly 2,600 facilities to this advanced platform from inferior, legacy, Premise-Based systems that many of our competitors continue to use. The Securus calling systems include:

SCA Architecture (SCA)	• Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation • Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources • Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process
Secure Call Platform (SCP)	• Services correctional facilities as well as inmates, friends, and family members • Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities • Provides a proprietary, packet-based centralized calling platform widely recognized as the best in the industry
Secure Connect Network (SCN)	• Provides a packet-based, digital transmission system for all communications transport • Allows the Securus calling platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location
SCP User Interface	• Provides a single-point, easy-to-use user interface to all programs, applications, and services

Prepaid Calling Programs	• Offers calling services to facilities or their commissaries who then sell directly to the inmates.
	   o Prepaid calling cards used by inmates
	   o Domestic and international
	   o Paperless, card-free prepaid calling solution for inmates (debit services)

Securus Correctional Billing Services	• Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year • Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments
Additional Products and Services	• Automated Information Services (AIS) • Email and voice mail services • Covert Alert services • Voice biometric products

	• Sophisticated investigative tools
	• Jail management software
	• Video visitation
	• Contraband cell phone control

Securus retains more than 98% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than $2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Lastly, Securus Field Service Technicians are Securus employees (not contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

- **System must provide notifications of low balance, bills due, bills past due, account blocks, etc.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. AIS also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
    - Facility location
    - Directions
    - Hours
    - Mailing policies
    - Visitation policies
    - Money deposit policies

AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the

facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- **Improved efficiency** – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- **Use of phone system already installed** – no need for additional hardware or wiring
- **Answer 90 percent of inmate questions** currently answered by corrections officers
- **Reduce calls answered by staff by 80 to 90 percent** – AIS provides 24-hour access and eliminates most common calls
- **Realize a 200 percent increase in answered calls** – able to assist callers who might otherwise hang up because of extended wait times
- **Reliable system** – 99.9 percent uptime service level agreement
- **Usage summary emailed** to the facility every month
- **Increase commissionable revenue** by allowing another funding method

GENERAL AND INVESTIGATIVE REPORTS

These reports shall be customizable, web accessible in real-time and historical reporting. Reports shall be downloadable in CSV or Excel format.

Reports shall include, but not limited to the following:
- **Call activity**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry

- Suspected fraudulent call activity
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

Call Detail Report

The Call Detail Report (CDR) provides investigators an intuitive and user-friendly report to view or search virtually anything related to an inmate call, including:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

Call Detail Report

Secure Call Platform

Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (users can export all SCP reports)
- Select a single site, all sites, or allowed sites, and specify information by phone, phone group, or the entire customer profile.

Call Frequency Report

The Frequently Called Number (FCN) feature allows investigators to generate a report by entering a frequency threshold to find only those numbers called more than the specified number of times. Investigators can use this report to determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

Call Frequency Report

Call Tracker Report

The Call Tracker Report allows users to track CDR notes (made by themselves or other investigators). Authorized users can export report results to Excel, PDF, and CSV file formats. Search criteria include:

- Not Shared (when checked, shows the user's notes that are flagged "not share" with others)
- Tracking number
- First and last name
- Custody Account and PIN
- Dialed number
- Notes (allows users to conduct a search using keywords included in the notes)
- Date range
- Results per page

Call Tracker Report

Hourly Usage Report

The Hourly Usage Report shows users the number of phone calls that have taken place within a given date and time range. Users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)

Hourly Usage Report

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows users any Covert Alerts triggered during a specified date and time range. Results can be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

Covert Alert Call Detail Record Report

Officer Check-In Report

The Officer Check-In Report shows when officers have "checked-in" at different phones and any messages they have left. Users can listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated with an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

Officer Check-In Report

Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Users enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appear on more than four PAN lists.

Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows users to search PAN lists to see phone numbers that appear more than once.

Personal Allowed Number Frequency Report

CrimeTIP Report

The CrimeTIP report allows users to search for and listen to any anonymous crime tip messages left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
- Results per page

CrimeTIP Report

Informant Line Report

The Informant Line Report allows users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used
- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page

Informant Line Report

Secure Call Platform Debit Report

The SCP Debit Report allows users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates in a facility, or for all facilities

Secure Call Platform Debit Report

Export capabilities for reports

Authorized users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft® Excel
- Comma Separated (CSV)

Users can also save reports to multiple destinations or upload data from the report into their other databases for further analysis.

- **Subscription/subscriber list**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

THREADS is a communications analysis platform that allows investigators to analyze all communications data related to any inmate, non-incarcerated individual, organization, or location. Types of communication data include phone calls, video calls, text messages, email, postal mail, and others. THREADS is fully integrated with SCP, which captures inmate calling data including: called party billing name and address, geo coordinates (when calls are placed to cell phones), organizations, and locations (physical addresses and latitude/longitude). In addition to the fully integrated information from SCP, THREADS allows investigators to import external data, such as phone calls, cell phone forensics information, postal mail, package delivery, physical surveillance, pictures, and much more. Investigators can use the various reports and analytics on any target, subscriber, or subscription related to any data automatically generated from SCP as well as any data imported or manually entered.

- **Organization and sequence analysis**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

THREADS provides several ways to analyze information, including communication activity reporting, calling frequency and statistics, and contact listings. THREADS groups common reporting and analysis into categories for ease of use. The output of the various reports includes linkage charts, scatter diagrams, star charts, text outputs, conspiracy indexes, timelines, PDF exports and much more.

The THREADS platform provides several categories for analyzing communication activity:

- **Communication Statistics**

  - Communication activity
  - Frequency and statistics
  - Contact listing
  - Communication listing

- **Communication Behavior**
  - Sequence analysis
  - Pattern analysis
  - Chain analysis

- **Common Communication**
  - Common contact
  - Concurrent common contact

Other available categories include:

- **Organization Analysis**
  - Inner circle identification
  - Inner circle delta
  - Who's the boss
    (most likely leader of criminal ring)

- **Subscription Usage Analysis**
  - Hole detection
    (identifies holes in communications)
  - Concurrent phone usage
  - Contact swap
    (Identify PIN theft/PIN sharing and contacts on the outside
    switching phone numbers)

- **Linkages**
  - Entity linkages
  - Interconnected linkages
  - Intercommunications

- **Timelines**
  - Graphical timelines
  - Trends
  - Interactive
  - Includes communications and events

- **Correlations**
  - Cross-site analysis
  - Cross-case analysis

THEADS Communication Activity Reporting

- **Identify communication sequences and chains of communication**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus THREADS platform allows investigators to identify chains that begin with a communication event to or from a selected target. Communication chains are a set of connected communication events. For example, a target calls "contact 1," who then calls "contact 2," who then calls "contact 3," and so on within a specified interval between calls. Investigators can identify suspected members of an organization using chain analysis of records automatically imported from SCP and/or any other set of records imported for a specified target.

- **Generate statistical analysis**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) Investigative Report modules allow investigators to save a report as a file, in Adobe® PDF format, Microsoft® Excel, or Comma Separated (CSV) file formats. Users can save reports to several destinations or upload data from the report into another database for further analysis. This feature provides fast and convenient access to reports for future retrieval or sharing and further data analysis through statistical tools.

- **Identify gaps in communication activity**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus THREADS platform allows investigators to identify gaps in communication activity that are greater than a specified minimum time for a selected target. Investigators can use data automatically imported from SCP and/or any other set of records imported for a specified target. Gaps in communication may also indicate that targets have stopped using their jail phone and have an alternative phone, such as a contraband cell phone.

- **Concurrent phone usage**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus THREADS platform allows investigators to identify the simultaneous use of selected data subscriptions. For example, a subscription could be a phone number or inmate PIN. Investigators can use data imported from SCP or any other set of records imported for a specified target.

- **Identify subscriptions that may be used by multiple users**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, share reports and analyses between investigators and include relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. Users can choose to share imported data with the community or keep data private to themselves or other specified users.

Investigators can use the THREADS to uncover actionable intelligence from the extensive data set in the national community including, but not limited to:

- National community
  - More than 79 million communication records
  - More than 530,000 current and former inmates
  - More than 430,000 contacts on the outside of the corrections system
- Combined total for all THREADS customers

- More than 170 million communication records
- More than 1.4 million current and former inmates
- More than 1 million contacts on the outside of the corrections system

- **Common contact**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus THREADS platform is a powerful, accurate, and intuitive investigative tool that automatically analyzes data such as inmate communication records, public phone records, data from confiscated cell phones and more. Investigators can use this data to identify suspicious calling patterns, inner circles, associations between multiple inmates, and correlations to called external parties and more. THREADS easy-to-use interface provides investigators interactive visualization tools, analytical reports, charts, graphs, and maps. THREADS will also build a case and presentation view to use as evidence in a criminal trial.

THREADS offers investigative benefits such as:

- Cell phone forensics analysis
- Accomplice identification
- Indirect contact identification (see who is really contacted)
- Linkage identification
- Inner circle identification
- Associated gang member identification
- Internal communication identification within jail walls
- Unique patterns identification
- Single system analysis of all combined data
- Enhanced reporting tools to harvest all of this information

- **3-way call attempts**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus holds 15 patents on three-way prevention technology, the best in the industry. With the release of SCP's new digitally clean line transmission; our three-way prevention system has capabilities never before achieved.

After detecting a three-way event, the system will do one of three things (based on the facility's preference):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call

This feature prevents a major fraud practice possible with other automated and live-operator systems. With older technology, inmates can enlist the aid of an outside accomplice to "conference" them, via central office provided three-way calling, to an "unrestricted" line, bypassing system controls. Without the Securus technology, inmates have unrestricted access to the outside world, defeating the facility's objectives and policies

and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

With an accurate three-way detection system, Polk County can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected. Securus' patented three-way call detection feature has been proven and certified in independent tests.

With all three-way call blocking methods, the technology requires "specific usage finessing" as well as science. Securus will customize its configuration to adjust sensitivity parameters and thresholds for optimum performance.

Three-Way Detection and Prevention

Simply having the best three-way call detection in the industry was not enough for Securus. Recent advancements in our three-way call detection technology leads customers to report our three-way call detection operates almost flawlessly.

This claim is supported by a study by an independent third party, SIBRIDGE consulting, that verified the accuracy of the three-way call detection feature. SIBRIDGE collected and audited call recordings and event logs for approximately 6,000 calls. This test confirmed Securus' overall performance was nearly perfect. No other competitor comes close to our performance.

Generate graphical linkage charts or timelines to include:
   • **Entity Linkage**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

THREADS provides several ways to analyze information, including communication activity reporting, calling frequency and statistics, and contact listings. THREADS groups common reporting and analysis into categories for ease of use. The output of the various reports includes linkage charts, scatter diagrams, star charts, text outputs, conspiracy indexes, timelines, PDF exports and much more.

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  - Sequence analysis
  - Pattern analysis
  - Chain analysis

- **Common Communication**
  - Common contact
  - Concurrent common contact

Other available categories include:

- **Organization Analysis**
  - Inner circle identification
  - Inner circle delta
  - Who's the boss
    (most likely leader of criminal ring)

- **Subscription Usage Analysis**
  - Hole detection
    (identifies holes in communications)
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  - Contact swap
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  - Graphical timelines
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  - Cross-site analysis
  - Cross-case analysis

SECURUS Technologies

THEADS Communication Activity Reporting

- **Two Entity Linkage**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' THREADS platform allows investigators to generate a graphical linkage chart showing known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone records, and more. Investigators can discover possible links among any target or set of targets using data automatically imported from SCP and/or any other set of records imported for a specified target. Investigators can also specify the number of levels identified, which limits the number of connections traversed between selected targets.

- **Interconnected Entity Linkage**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

THREADS provides several ways to analyze information, including communication activity reporting, calling frequency and statistics, and contact listings. THREADS groups common reporting and analysis into categories for ease of use. The output of the various reports includes linkage charts, scatter diagrams, star charts, text outputs, conspiracy indexes, timelines, PDF exports and much more.

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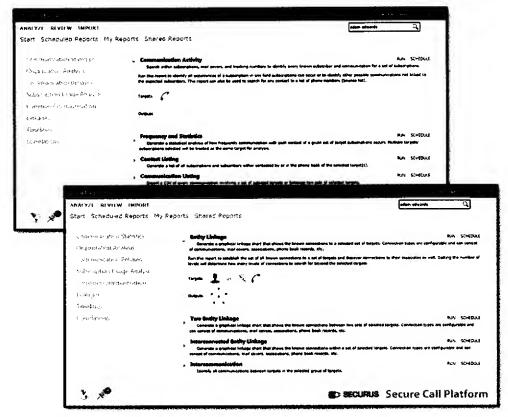 - Interconnected linkages
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  - Trends
  - Interactive
  - Includes communications and events

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  - Cross-site analysis
  - Cross-case analysis

THEADS Communication Activity Reporting

- **Intercommunication**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

In addition to Investigator Pro, Securus is pleased to offer the ICER™ (Inmate Inter-Communication Evaluation and Reporting) system. After successfully deploying the Investigator Pro continuous voice verification technology at more than 188 correctional facilities, investigators asked JLG Technologies, a Securus Technologies company, to help them identify inmates illegally communicating with other inmates using the inmate telephone system. Using sophisticated, patented technology, ICER detects and reports inmate-to-inmate phone communications occurring within the same facility, or between inmates in other participating facilities.

Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

The Threat

Until now, inmate-to-inmate communications have essentially gone undetected because there was no practical technology to identify such communications. Inmates use conference bridges and services such as Skype and Google Voice to circumvent blocked calls. They rely on third parties to bridge the calls, place three-way calls, or even put two speaker-phones next to one another to facilitate inmate-to-inmate conversations.

These communications facilitate criminal activities including gang-related murders, drug trafficking, racketeering, and other serious crimes. ICER alerts investigators to these events, so they can listen to and investigate them before it is too late.

How ICER Works

ICER uses advanced voice analysis technology to generate a "call signature" – a representation of the call that does not involve any of the original audio – for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the JLG Technologies data center for analysis. Because ICER does not use any of the original audio, the system is fully compliant with state laws regarding the transmission of call recordings.
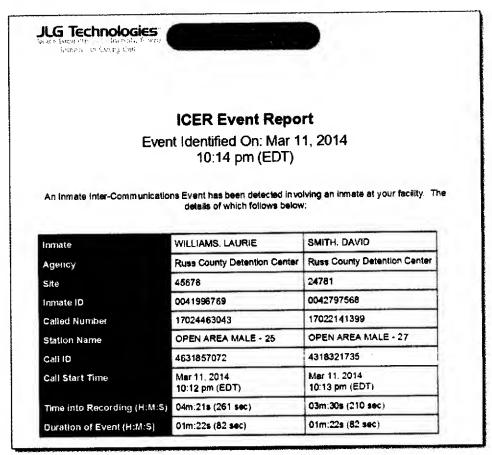
ICER call signatures are created, transmitted, and received at the data center, usually within seconds of call completion. The call signature is immediately compared to other call signatures. If an inmate-to-inmate event is detected, it is logged in the ICER database, and an email alert is sent to investigators at the participating corrections agencies. Investigators then log into the ICER system for a detailed report.

To prevent the display of protected inmate data, both parties must provide electronic consent before details of the full report are made available.

Until mutual acceptance is granted, investigators only see inmate call data for their facility and limited data on the inmate from the other facility.

ICER has played a vital role in hundreds of investigations and helped to prevent crime by detecting inmate-to-inmate communication. ICER is currently operational in California, New Hampshire, Florida, Kansas, and Maryland. While participation of your facility is voluntary, this tool becomes more effective as more facilities join the ICER network.

ICER will be provided to your facility at no cost. The cost is born by a consortium of inmate telephone providers and Securus Technologies. We would be pleased to discuss ICER further with the department during contract discussions.

JLG Technologies

ICER Event Report

Event Identified On: Mar 11, 2014
10:14 pm (EDT)

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	WILLIAMS, LAURIE	SMITH, DAVID
Agency	Russ County Detention Center	Russ County Detention Center
Site	45678	24781
Inmate ID	0041996769	0042797568
Called Number	17024463043	17022141399
Station Name	OPEN AREA MALE - 25	OPEN AREA MALE - 27
Call ID	4631857072	4318321735
Call Start Time	Mar 11, 2014 10:12 pm (EDT)	Mar 11, 2014 10:13 pm (EDT)
Time into Recording (H:M:S)	04m:21s (261 sec)	03m:30s (210 sec)
Duration of Event (H:M:S)	01m:22s (82 sec)	01m:22s (82 sec)

ICER™ - is a registered trademark of JLG Technologies, a Securus Technologies company.

- **Timeline for a selected set of targets**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

THREADS provides a sophisticated and interactive timeline of events, as well as lack of events. This analysis generates a graphical timeline for the selected set of targets containing all related events with dates such as communications, criminal events, mail covers, associations, and more.

The THREADS timeline feature allows the user to add external intelligence to the timeline.

Graph View

Hole Detection Graph

List View

Trend View

Vertical View

Data View

VENDOR'S PROPOSAL FORM

VENDOR'S PROPOSAL FORM

SUMMARY SHEET

Vendor agrees to furnish services specified in this Request for Proposal at the rate indicated below, for the entire duration of the awarded contract. Any cost or incidental expenses not shown on this document will be the responsibility of the vendor. All pricing must include any and all surcharges.

Commission rate offered:
Please see our financial offer in the response.

1st year _____ 2nd year _____ 3rd year _____ 4th year _____ 5th year _____

Suggested Estimated Response Times: (time from initial report time)

Major Outage ___3___

Routine Maintenance ___72___

******Be sure your proposal is complete and describes in detail how your system will meet the Polk County Sheriff's Office specifications as outlined in this document.

******If your system can provide any additional functionality, other than the specifications provided, please describe in detail.

All functions of your system will be considered by the Evaluation Committee to determine the best solution for the Polk County Sheriff's Office.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: 6-9-17

Print Name: __Robert E. Pickens__

Signature: _____

Title: President

Vendor Name: **Securus Technologies, Inc.**

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EVALUATION AND AWARD PROCESS

Evaluation & Award Process

The Polk County Sheriff's Office will review all of the proposals and pricing submitted, including input from appropriate support staff, and may select vendors and proposals to commence negotiations. The Polk County Sheriff's Office may determine after this review, to eliminate certain vendor's proposals from negotiations.

Proposers will be evaluated on the following criteria:

a) Vendor's ability to meet specifications   Weighted Value 20%

b) Accessibility and Automation   Weighted Value 20%

c) Experience, references, viability of company   Weighted Value 10%

d) Investigative Tools   Weighted Value 20%

e) Technical Support   Weighted Value 20%

f) Exceptions and Additional Services   Weighted Value 10%

Best and Final offers may be requested from the Short Listed Vendors. (If applicable)

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: 6-9-17

Print Name: Robert E. Pickens

Signature: *[signature]*

Title: President

Vendor Name: Securus Technologies, Inc.

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INSURANCE REQUIREMENTS

POLK COUNTY SHERIFF'S OFFICE
INSURANCE REQUIREMENTS / SERVICE VENDORS

Vendors are required to maintain proper insurance coverage, including Worker's Compensation, General, and Automobile Liability Insurance in order to be approved to do business with the Polk County Sheriff's Office.

Workers' Compensation is required for all contracts and/or services. The vendor shall provide, pay for, and maintain Workers' Compensation insurance on all employees, its agents or subcontractors as required by Florida Statutes. A certificate of coverage must be submitted and a waiver of subrogation must be noted on the certificate. If your company is exempt from having Workers' Compensation, you must submit a copy of the Exemption for our records.

The successful vendor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the Polk County Sheriff's Office from claims which may arise out of or result from the Vendor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The successful Vendor shall furnish a copy of an original Certificate of Insurance, naming the Polk County Sheriff's Office as an additional insured. Should any of the policies be cancelled before the expiration date, the issuing company will provide 30 days written notice to the certificate holder. The successful Vendor shall furnish insurance in satisfactory limits, and on forms and of companies that are acceptable to the Purchaser's Attorney and/or Risk Management and shall require and show evidence of insurance coverage's on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

It is necessary that annual insurance certificates be submitted to the Polk County Sheriff's Office Purchasing Section to maintain approved vendor status and ensure compliance with all requirements.

The Polk County Sheriff's Office welcomes the opportunity to work with you and to maintain a strong partnership. Should you have any questions regarding this request, please do not hesitate to contact the Polk County Sheriff's Office Purchasing Section at (863) 298-6308.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: 6-9-17

Print Name: Robert E. Pickens

Signature: _____

Title: President

Vendor Name: Securus Technologies, Inc.

CERTIFICATE OF LIABILITY INSURANCE

ACORD

DATE (MM/DD/YYYY)
08/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		
Willis of Texas, Inc. 915 N Company Blvd P.O. Box 305191 Nashville, TN 37230-5191	CONTACT NAME:	
	PHONE (A/C, No, Ext): (877) 945-7378	FAX (A/C, No): (888) 467-2378
	E-MAIL ADDRESS:	

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A :	Berkley National Insurance Company	38911
INSURER B :	Berkley Regional Insurance Company	29580
INSURER C :		
INSURER D :		
INSURER E :		
INSURER F :		

INSURED
Securus Technologies, Inc.
14651 Dallas Parkway
Suite 600
Dallas, TX 75254-8815

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE X OCCUR			TCP7000001-16	08/08/2016	08/08/2017	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY X PRO-JECT X LOC OTHER						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	AUTOMOBILE LIABILITY X ANY AUTO ☐ ALL OWNED ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ☐ NON-OWNED AUTOS			TCP7000001-16	08/08/2016	08/08/2017	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Comp & Coll Ded	$ 1,000
A	X UMBRELLA LIAB X OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED X RETENTION $ 10,000			TUL7000040-16	08/08/2016	08/08/2017	EACH OCCURRENCE	$ 5,000,000
							AGGREGATE	$ 5,000,000
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N		TWC7000040-16	08/08/2016	08/08/2017	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Securus Holdings, Inc. and its subsidiaries Attn: Mr. Phillip Mann 14651 Dallas Parkway, Suite 600 Dallas, TX 75254	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

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SPECIAL TERMS AND CONDITIONS

SPECIAL TERMS AND CONDITIONS
(Special Terms and Conditions supersede applicable General Terms and Conditions)

A. CONTRACT TERMS:
The initial contract shall be effective for five (5) twelve (12) month periods from date of award with optional renewals for two (2) twenty-four (24) month renewal periods. All prices submitted shall remain unchanged during the period of performance. The Sheriff may terminate this Agreement with at least sixty (60) days prior written notice to Provider.

B. CONFERENCE(S):
The Polk County Sheriff's Office reserves the right to "short list" proposals. At that time, the Polk County Sheriff's Office may request a conference(s) to formulate plans in greater detail, to clarify any unclear items, and to otherwise complete negotiations prior to a formal award. The Polk County Sheriff's Office may choose to modify its choice of a Vendor at any time during the conference process if the Polk County Sheriff, in his discretion, determines that such a change is in the best interest of the Polk County Sheriff's Office. The Polk County Sheriff's Office will not be liable for any costs incurred by the Vendor in connection with such conference.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: **6-9-17**

Print Name: **Robert E. Pickens**

Signature: _(signature)_

Title: **President**

Vendor Name: **Securus Technologies, Inc.**

REQUEST FOR PROPOSAL STANDARD TERMS AND CONDITIONS

REQUEST FOR PROPOSAL
STANDARD TERMS AND CONDITIONS

Vendor: To insure acceptance of the Proposal, follow these instructions:

1. **CONTRACT PERIOD:** The Contract shall be effective for a twelve (12) month period from date of award with up to three (3) optional renewal periods. All prices submitted shall remain unchanged during the period of performance. If the Board of County Commissioners of Polk County, in the regular course of its budget or appropriation process, withdraws, or fails to appropriate funds for the procurement of services under this Agreement, then the Sheriff may terminate this Agreement at the conclusion of any billing cycle or the beginning of the unfunded budget period with at least sixty (60) days prior written notice to Provider. The Sheriff agrees to pay Provider all charges and expenses incurred before the effective date of such termination.

2. **EXECUTION OF PROPOSAL:** Proposal must contain a manual signature of an authorized representative in the space provided.

3. **SEALED PROPOSALS/SOLICITATIONS:** All Proposals must be submitted in a sealed envelope. The face of the envelope shall contain the date and time of the Proposal Opening and the Proposal number. If the Proposal is to be returned via Express Mail or in a courier envelope, the Proposal documents should be submitted in a separate sealed envelope within the courier envelope. Express mail or courier envelopes will be opened and discarded. The face of the Sealed Proposal envelope should have attached the label included with the Proposal package or noted, the Proposal File Number and "Attention: Purchasing Section – Sealed Proposal." If there is not going to be a Proposal submitted, please fill out the "STATEMENT OF NO PROPOSAL." form, included in this Proposal package. Offers by telephone or facsimile for a sealed Proposal or proposal cannot be accepted. It is the Vendor's responsibility to assure that the Proposal is delivered at the proper time and place of the Proposal opening.

4. **PROPOSAL OPENING:** Shall be during a public meeting on the date and at the time specified on the Proposal form or shortly thereafter. However, the purpose of the RFP opening is to document the vendors submitting proposals only. Information pertaining to proposals will be available in accordance with Florida State Statutes, Chapter 119. Proposals that for any reason are not delivered by the specified date and time will be returned to the Proposer unopened.

5. **RESPONSE TIME FOR INFORMATION:** Proposers shall agree to provide any/all additional information and/or changes to the proposal(s) requested by the Polk County Sheriff's Office timely and/or within the deadlines provided so as not to place the Polk County Sheriff's Office in an unfair position of not having "reasonable time" to perform a fair and proper evaluation of information, materials, proposals, etc., submitted for review and consideration. This clause applies to the solicitation, evaluation and negotiation processes. Failure to comply with any and all deadlines set by the Polk County Sheriff's Office, as provided for in this clause, may be cause of the immediate rejection of your proposal.

6. **PRICES AND TERMS:** The Polk County Sheriff's Office will evaluate and select the Proposal they feel will be in the best interest and meets the needs of the Polk County Sheriff's Office.

   a. **TAXES:** Polk County Sheriff's Office does not pay Federal Excise or State Sales Taxes.
   b. **MISTAKES:** Vendors are expected to examine the specifications, delivery schedules, Proposal prices and all instructions pertaining to product(s). Failure to do so will be at Vendor's risk.
   c. **CONDITION:** All product(s) not conforming in every way acceptable to the Polk County Sheriff's Office shall be rejected.
   d. **F.O.B. PRICES:** All prices shall be quoted F.O.B. Destination. The *Seller* shall pay all transportation charges and title to the goods shall transfer to the *Purchaser* at the destination.

7. **NON-EXCLUSIVE AGREEMENT:** The Polk County Sheriff's Office reserves the right to negotiate with more than one vendor. The Polk County Sheriff's Office may have contracts with other vendors for the same supplies or services. Selection of vendors may be on the basis of price, availability, hours of operation, or location.

8. **CLARIFICATIONS/INTERPRETATION AND ADDENDA:** No interpretation or changes to the meaning of the Proposal will be made to any Vendor except by written addendum or amendment. All questions regarding this Proposal should be submitted in writing and must be received no later than 15 calendar days prior to the closing date for proposal submittal, addressed Katy McArthur, Purchasing Supervisor, Polk County Sheriff's Office, 1891 Jim Keene Blvd., Winter Haven, FL 33880 or kmcarthur@polksheriff.org.

9. **CONFLICT OF INTEREST:** The award hereunder is subject to Chapter 112, Florida Statutes. All Vendors must disclose with their Proposal, the name of any officer, director, or agent who is also an employee of the Polk County Sheriff's Office. Further, all Vendors must disclose the name of any Polk County Sheriff's Office employee who owns, directly or indirectly, an interest of five percent (5%) or more of the Vendor's firm or any of its branches.

10. **OWNERSHIP OF DOCUMENTS:** All deliverable analysis, reference data, bills, completed reports, or any other form of written instrument or document created or resulting from the Vendor's services or performance during the course of this Agreement, if any, shall become the property of Polk County Sheriff's Office after final payment is made to the Vendor for services Vendor has furnished.

11. **EVALUATION/AWARD OF CONTRACT**

    a. The contract shall be awarded to the most responsive, responsible and best qualified Proposer meeting specifications, terms and conditions and the needs of the Polk County Sheriff's Office, in the exclusive determination of the Polk County Sheriff's Office.

    b. The Polk County Sheriff's Office shall take into consideration the financial responsibility and stability of the Proposer, proven skill and experience, technical competence, facilities for performing the contract, size, resources and qualifications, previous satisfactory performance and other abilities of the Proposer that will enable Proposer to efficiently perform the contract.

    c. All information furnished in support of the foregoing should enable a clear evaluation of the Proposer's ability to carry out all proposed work and fulfill all responsibilities as delineated in the Request for Proposal.

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d. The Polk County Sheriff's Office reserves the right to waive minor variations to specifications, information, irregularities and technicalities in any proposal; to reject any or all proposals in whole or in part with or without cause, and/or make awards either as individual items or as a total combined proposal, and/or to negotiate with Proposers, and/or to accept proposals that in our judgment will be in the best interest of the Polk County Sheriff's Office. The Polk County Sheriff's Office specifically reserves the right to reject any conditional proposal, and will normally reject those, which make it impossible to determine the true amount of the proposal. The Polk County Sheriff's Office shall not be obligated to issue any statement or explanation as to the selection or non-selection of any Proposal.

e. In case of any doubt or differences of opinion as to the services to be furnished or any part of this Request for Proposal hereunder, the decision of the Sheriff shall be final and binding on all parties.

f. Any Contract resultant from this Request for Proposal shall not be assignable. Contractor may not assign, sublet, convey or transfer its interest in the Contract.

g. The contract to be entered into is contingent upon, and subject to the appropriation and availability of sufficient funds.

12. **NEGOTIATIONS:** The Polk County Sheriff's Office reserves the right to negotiate with one or more Vendors. Should the Polk County Sheriff's Office be unable to negotiate a satisfactory contract with the firm considered to be the most qualified at a price determined to be fair, competitive, and reasonable, negotiations with that firm will be formally terminated. The Polk County Sheriff's Office shall then undertake negotiations with the second most qualified firm. Failing accord with the second most qualified firm, the Polk County Sheriff's Office will terminate negotiations. The Polk County Sheriff's Office may then undertake negotiations with the third most qualified firm.

13. **DISPUTES:** In case of any doubt or differences of opinion as to the services to be furnished hereunder, the decision of the Sheriff shall be final and binding on both parties.

14. **LEGAL REQUIREMENTS:** Federal, State, County and local laws, ordinances, rules and regulations that in any manner affect the product/service herein apply. Lack of knowledge by the Vendor will in no way be cause for relief from responsibility.

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15. PUBLIC RECORDS:

(a)   Access to Public Records

Vendor shall allow public access to all documents, papers, letters, or other material made or received by Vendor in conjunction with the Agreement/Contract as required by Florida law, unless the records are exempt from Article I, section 24(a), Florida Constitution, or section 119.07(1), Florida Statutes. IF VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT/CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 863-298-6200 RECORDSREQUEST@POLKSHERIFF.ORG, 1891 JIM KEENE BLVD, WINTER HAVEN, FLORIDA 33880. Polk County Sheriff's Office may unilaterally terminate the Agreement/Contract if Vendor refuses to allow public access as required in this section.

(b)   Redacted Copies of Confidential Information

If Vendor considers any portion of any documents, data, or records submitted to the Polk County Sheriff's Office to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Vendor must provide the Polk County Sheriff's Office with a separate redacted copy of the information it claims is confidential and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy must contain the Contract name and number, and be clearly titled "Confidential." The redacted copy should redact only those portions of material Vendor claims are confidential, proprietary, trade secret or otherwise not subject to disclosure.

(c)   Request for Redacted Information

In the event of a public records or other disclosure request pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, to which documents that are marked as "Confidential" are responsive, the Polk County Sheriff's Office will provide Vendor-redacted copies to the requestor. If a requestor asserts a right to the Confidential Information, the Polk County Sheriff's Office will notify Vendor such an assertion has been made. It is Vendor's responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Polk County Sheriff's Office becomes subject to a demand for discovery or disclosure of the Confidential Information of Vendor under legal process, the Polk County Sheriff's Office shall give Vendor prompt notice of the demand prior to releasing the information labeled "Confidential" (unless otherwise prohibited by applicable law). Vendor shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

(d)   Indemnification Related to Redacted Confidential Information

Vendor shall protect, defend, and indemnify the Polk County Sheriff's Office for any and all claims arising from or relating to Vendor's determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Vendor fails to submit a redacted copy of information it claims is Confidential, the Polk County Sheriff's Office is authorized to produce all documents, data, or records submitted to the Polk County Sheriff's Office in answer to a public records request or other lawful request for these records.

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(e)   **Public Records Clause for Polk County Sheriff's Office Contracts**

- Keep and maintain public records that ordinarily and necessarily would be required by the public agency in order to perform the service.

- Upon request from the agency's custodian of public records, provide the agency with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the agency would provide the records and at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

- Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the agency.

- Upon completion of the contract, meet all requirements for retaining public records and transfer, at no cost, to the agency all public records in possession of the contractor or keep and maintain public records required by the agency to perform the service. If the Vendor transfers all public records to the public agency upon completion of the contract, the Vendor shall upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Vendor keeps and maintains public records upon completion of the contract, the Vendor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the agency, upon request from the agency's custodian of public records, in a format that is compatible with the information technology systems of the agency.

16. **CONFIDENTIAL DOCUMENTS:** Any confidential documents submitted as part of this proposal must be clearly indicated as such.

17. **LIABILITY:** The Vendor shall hold and save Grady Judd, Sheriff, Polk County, its officers, agents and employees harmless from liability of any kind in the performance of or fulfilling the requirements prior to and during the term of this Contract.

18. **STATEMENT RELATIVE TO PUBLIC ENTITY CRIMES:** The Vendor is directed to the Florida Public Entity Crime Act 287.133, Florida Statues, and the Polk County Sheriff's Office requirements that the successful Vendor comply with it in all respects prior to and during the term of the Contract.

19. **AFTER AWARD:** The Polk County Sheriff's Office reserves the right to add or delete items at prices to be negotiated at the time of addition or deletion. In the event of market changes, the Polk County Sheriff's Office may negotiate justified adjustments both upward/downward such as price, terms, etc, to this contract when the Sheriff's Office in its sole judgment, considers such adjustments to be in the best interest of the Polk County Sheriff's Office.

20. **ADDITIONAL INFORMATION:** The Polk County Sheriff's Office Purchasing Section reserves the right to request additional information needed for clarification from any proposer for evaluation purposes.

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21. **NON-PERFORMANCE/LIQUIDATED DAMAGES:** Time is of the essence of this Contract and failure to deliver within the time period shall be considered a default. In case of a default, the Polk County Sheriff's Office may procure the required services and/or goods from other sources and hold the Contractor responsible for any excess costs occasioned thereby and may immediately cancel the Contract.

22. **VENDOR'S SITE VISIT:** The Polk County Sheriff's Office reserves the right, at its discretion, to conduct "on site" visitations of any vendors' facilities. The purpose of the visit will be to ensure the Polk County Sheriff's Office of the Vendor's capabilities of successfully administering this contract. If, in the Polk County Sheriff's Office's opinion, any vendor does not have the required capabilities as listed herein, this shall be considered grounds for non-award/cancellation.

23. **NO CONTINGENT FEES:** The Vendor warrants that it has not employed or retained any company or person, other than a bonafide employee working solely for the Vendor to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bonafide employee working solely for the Vendor, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from award of or making of the Agreement. For the breach or violation of this provision, the PCSO shall have the right to terminate the Agreement at its sole discretion, without any liability and to deduct from the Agreement price, or otherwise recover, the full amount of such fee, commission, percentage, gift, or consideration.

24. **ASSIGNMENT:** Neither this Agreement nor any rights, duties, or obligations described herein shall be assigned or subcontracted by Vendor without the prior express written consent of PCSO.

25. **INDEPENDENT CONTRACTOR:** It is agreed that nothing contained herein is intended or should be construed as in any manner creating or establishing a relationship of co-partners between the parties, or as constituting the Vendor (including its officers, employees, and agents) as the agent, representative, or employee of PCSO for any purposes, or in any manner, whatsoever. The Vendor is to be and shall remain forever an independent contractor with respect to all services performed under this Agreement. The Vendor shall not pledge PCSO credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien or any form of indebtedness and shall have no right to speak for or bind PCSO in any manner.

26. **COMPLIANCE WITH LAWS AND REGULATIONS:** In providing all services pursuant to this Agreement, the Vendor shall abide by all statutes, ordinances, rules, and regulations pertaining to, or regulating the provisions of, such services, including those now in effect and those hereafter adopted. Any violation of said statutes, ordinances, rules, or regulations shall constitute a material breach of this Agreement, and shall entitle PCSO to terminate this Agreement immediately upon delivery of written notice of termination to the Vendor.

27. **GOVERNING LAW AND VENUE:** This Agreement shall be governed in all respects by the laws of the State and any litigation regarding this Agreement shall be forumed and venued in a court of competent subject matter jurisdiction, in Polk County, Florida, or the Federal Middle District Court of Florida, located in Tampa, Florida.

28. **SEVERABILITY:** Whenever possible, each provision of this Agreement shall be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Agreement is held to be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provisions of this Agreement.

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29. **SUCCESSORS AND BINDING AGREEMENT:** Vendor shall require any successors (whether direct or indirect, by purchase, merger, consolidation, or otherwise) by agreement in writing agreeable to PCSO, to assume and agree to perform this Agreement in the same manner and to the same extent that Vendor would be required to perform it if no such succession had taken place. Failure of Vendor to obtain any such agreement prior to the effectiveness of the succession shall be a breach of this Agreement and shall PCSO to compensation from Vendor in the same amount and on the same terms as PCSO would be entitled under the Agreement.

30. **VERBAL/WRITTEN PURCHASE ORDERS:** The award of this Proposal does not constitute an order. Before delivery is made the Vendor must receive a duly executed purchase order and/or contract. Acceptance by the Vendor is assumed upon issue by the Polk County Sheriff's Office, of a duly executed purchase order. Inspection and acceptance of item(s) will be at the stated destination(s) unless otherwise provided, and title to and risk of loss or damage is the responsibility of the Vendor until the acceptance by the Polk County Sheriff's Office.

31. **DELIVERY TICKETS/INVOICING:** The successful Vendor shall furnish a priced and itemized delivery ticket or invoice for every delivery made to the Polk County Sheriff's Office. The delivery ticket or invoice shall include the date, department delivered to, and purchase order number and shall be signed by a representative of the requesting department when delivery is made.

32. **DELIVERY REQUIREMENTS:** All products on the purchase order are expected to be delivered to the designated location(s) in a timely manner, and in the quantities requested on the purchase order. Any exceptions must be agreed upon, in writing between the Polk County Sheriff's Office designee, and the vendor prior to shipping/delivery.

33. **VERBAL REPRESENTATIONS:** The Polk County Sheriff's Office disclaims any responsibility for verbal representations or information issued or conveyed by any party whomsoever regarding or relating to this Request for Proposal. No interpretation or changes to the meaning of the Request for Proposal will be made to any vendor orally, except by written addendum. All inquiries will be processed as noted in this document.

34. **INSURANCE:** The successful vendor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the Polk County Sheriff's Office from claims which may arise out of or result from the Vendor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The successful Vendor shall furnish a copy of an original Certificate of Insurance, naming the Polk County Sheriff's Office as an additional insured. Should any of the policies be cancelled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder. The successful Vendor shall furnish insurance in satisfactory limits, and on forms and of companies that are acceptable to the Purchaser's Attorney and/or Risk Management and shall require and show evidence of insurance coverage's on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

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35. **CANCELLATION/TERMINATIONS/SUSPENSION:** The Polk County Sheriff's Office may cancel this agreement WITHOUT CAUSE at any time by giving sixty (60) days written notice to the VENDOR. In addition, the Polk County Sheriff's Office may immediately suspend business with the VENDOR with written notification. The VENDOR may cancel this agreement WITHOUT CAUSE at any time by giving not less than sixty (60) days written notice to the Polk County Sheriff's Office. The VENDOR shall continue to provide services beyond the sixty (60) days' notice period and through the transition to a new supplier/contractor so long as the Polk County Sheriff's Office is proceeding reasonably and in good faith to enter into an agreement with a replacement supplier/contractor.

36. **OPTION TO EXTEND THE TERM OF THIS CONTRACT:** This Contract may be renewed on a yearly basis at the option of the Polk County Sheriff's Office. If the Polk County Sheriff's Office desires to renew this Contract, a Notice of Intent to Renew will be submitted no less than (60) sixty days before the Contract expires. This Notice of Intent shall not be deemed to commit the issuing party to a renewal.

37. **AGREEMENT:** This Proposal and the Purchase Orders issued hereunder constitute the entire agreement between the Polk County Sheriff's Office and the Vendor awarded the Proposal. No modification of this Proposal shall be binding on the Polk County Sheriff's Office or the Vendors.

38. **SECURITY/BACKGROUND INVESTIGATIONS:** Access to Polk County Sheriff's Office Facilities by vendors/workers is a privilege which may be revoked for any adverse background or intelligence checks. The awarded vendor will be required to submit to a FDLE background check and fingerprinting of all employees working on the project, prior to award of the contract. Thereafter, should vendor have any personnel changes or employees added to work on this project, such employees shall be required to undergo the FDLE background check and fingerprinting process as well. Fingerprinting will be conducted by the Polk County Sheriff's Office. Vendor shall not utilize any employees on this project who have been terminated by the Polk County Sheriff's Office or previous employees, of the Polk County Sheriff's Office who are ineligible for re-hire by the Polk County Sheriff's Office.

39. **INDEMNIFICATION:** Vendor, shall indemnify, defend (by counsel reasonably acceptable to Polk County Sheriff's Office) protect and hold Polk County Sheriff's Office, its officers, employees and agents from and against any and all claims, actions, causes of action, liabilities, penalties, forfeitures, damages, losses, and expenses (including, without limitation, attorney's fees and cost during negotiation, through litigation and all appeals therefrom) whatsoever pertaining to the death of or injury to any person, or any damage to any property arising out of or resulting from (i) the failure of Vendor to comply with applicable laws, rules or regulations, (ii) the breach by Vendor of its obligations under this Agreement, (iii) any claim for trademark, patent or copyright infringement arising out of the scope of the Vendor's performance of this Agreement, or (iv) the negligent acts, errors or omissions, or the intentional or willful misconduct, of Vendor, its sub-contractors, agents, employees and invitees, provided, however, that Vendor shall not be obligated to defend or indemnify Polk County Sheriff's Office with respect to any such claims or damages arising out of Polk County Sheriff's Office's sole negligence.

40. **PIGGYBACK CLAUSE:** At the option of the awarded vendor, the vendor agrees to allow the Polk County Sheriff's Office and other governmental entities of the state of Florida and its agencies, political subdivisions, counties, and cities, to purchase additional items by piggybacking on this Proposal. Each government entity may procure goods and services as described herein with the same terms and conditions, and for the same price. Each governmental entity desiring to accept these Proposals, and make award thereof, shall do so independently of any other government entity. Each government entity shall be responsible for its own purchases and shall be liable for goods and services ordered and received by it, and no government entity assumes any liability by virtue of this Proposal.

41. **EXCEPTIONS TO PROPOSAL:** All proposal submittals must clearly state with specific detail all deviations to the requirements imposed upon the Proposal by the General Terms and the Specifications. Such deviations should be stated upon the Proposal Response or appended thereto. Proposers are hereby advised that the Polk County Sheriff's Office will only consider proposals that meet the specifications and other requirements imposed upon them by this proposal package. In instances, where an exception is stated upon the Proposal Response , said proposal will be subject to rejection by the Polk County Sheriff's Office in recognition of the fact that said proposal does not meet the exact requirements imposed upon the Proposer by the General Terms and the Specifications.

42. **DUE DILIGENCE:** Due care and diligence have been used in preparing these specifications and related information. However, no warranties are made as to the accuracy and completeness of the required information. It is the responsibility of Proposers to ensure they have all the information they deem necessary to affect their proposal. The Polk County Sheriff's Office will not be responsible for the failure on the part of the Proposers to determine the full extent of the risk exposures and scope of work required to effectively perform under the contract.

43. **FINANCIAL STATEMENT AND CORPORATE DOCUMENTS**

   a. Proposers shall submit a recently audited, certified annual financial statement/report, identifying assets and liabilities, and the results of its operations.

   b. Proposers shall submit audited, certified annual financial statements/reports, identifying assets and liabilities, and the results of its operations for the past two (2) years.

   c. All financial statements should be complete, and include the independent auditors report.

   d. Proposers shall submit bank references, inclusive of the name, address, and telephone number of a specific contact person at the financial institution(s).

   e. Proposers shall submit bank statements for all corporate accounts for the last year.

   f. Proposer shall furnish a clear and accurate copy of their Articles of Incorporation, business licenses and other such pertinent documents, which substantiate the legitimacy of the corporation and the corporations' legal capacity to conduct the type of business solicited by the Request for Proposal, within the State of Florida.

   g. All corporate documents, including financial statements and references, licenses and any and all other such documents and submissions as are required by this Request for Proposal.

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44. PROPOSER'S EXPERIENCE AND REFERENCES

a. Proposers shall submit with the proposal detailed, verifiable documentation of their experience and related services with two (2) agencies or businesses of similar size, composition and character who are currently or were clients within the last five (5) years. Information is to include Agency Name and Mailing Address; Agency Head and Contact Person, to include their Telephone Numbers, Facsimile Numbers and E-mail addresses. This documentation must demonstrate experience in providing services of the same type and character as those specified in the Request for Proposal.

b. The Polk County Sheriff's Office reserves the right to reject any proposal if found to be unacceptable to the Polk County Sheriff's Office.

--- End of Standard Terms and Conditions ---

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: 6-9-17

Print Name: __Robert E. Pickens__

Signature: _____

Title: President

Vendor Name: Securus Technologies, Inc.

EXCEPTIONS

EXCEPTIONS

Exceptions to the Proposal: Notes – Any representation (below) or Exception(s) may cause this proposal to be rejected by the Polk County Sheriff's Office. All proposers should carefully read the Terms and Conditions.

The following represents every deviation (itemized by number) to the foregoing Terms and Conditions and Specifications upon which the proposal is based, to wit:

No exceptions

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: 6-9-17

Print Name: Robert E. Pickens

Signature: _____

Title: President

Vendor Name: Securus Technologies, Inc.

SECURUS Technologies

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PROPOSAL FORMAT

PROPOSAL FORMAT

a. It is essential that every Proposer provide a clear and concise proposal for the Polk County Sheriff's Office. Proposers are cautioned to ensure their proposals are detailed and complete, and all information, deliverables, documents or other submissions required by the Request for Proposal are provided. Any omissions may result in a non-responsive proposal and cause for rejection. Proposers are solely responsible for any and all cost associated with preparing and submitting responses to this RFP, including attendance at any site conference, oral interview, presentation or negotiations.

b. To the extent possible, Proposals should be prepared on 8 ½ "x 11" paper. One (1) copy of entire Proposal on CD ROM or Flash Drive and one (1) copy of entire Proposal printed shall be submitted. Foldouts for charts, tables and spreadsheets are acceptable. Double-sided copying is strongly encouraged.

c. All submitted documents shall be typed and signed by an officer or representative having the authority to bind the company or firm. Proposers must not re-type, alter or modify the RFP documents in any way. Changes to the document may result in a proposal being non-responsive.

d. Proposals should include a Table of Contents to outline the major sections of the RFP, including all relevant documents requested for submission. All pages should be consecutively numbered.

e. Proposers must indicate any variance from specifications, terms and/or conditions regardless of how slight, utilizing the Exceptions/Variance page included in this RFP document. If variations are not stated in the proposal, it will be understood that the Proposer agrees to the Specifications, Terms and Conditions stated. Exceptions expressed by the Proposer may be construed to lower the level of the Proposer's responsiveness to the specifications of this RFP.

f. Acknowledgment must be executed, certifying that the Proposer has read, understands, and agrees to the Terms, Conditions and Specifications, except as noted within the Proposal.

g. Proposals must be submitted in a sealed envelope with the provided label affixed to the outside packaging, stating the Proposal name and number. Proposals sent by facsimile or e-mail will be rejected.

h. The RFP and any addenda thereto, will only be furnished in print, Adobe Acrobat (PDF) file, or other file format advantageous to the completion of the proposal bid forms. The RFP must be fully completed by the Proposer.

j. It is the sole responsibility of the Proposer to ensure timely delivery of the proposal prior to the closing date. Delays caused by any delivery service(s) will not be grounds for an extension of the proposal due date and time. Proposals received after the due date and time will be rejected and shall not be considered. Proposals may be withdrawn at any time prior to the specified opening date by furnishing a written statement to that effect.

FORM CONTRACT (SAMPLE)

FORM CONTRACT

This SERVICES AGREEMENT ("Agreement") is between Grady Judd, as Sheriff of Polk County, ("PCSO"), a Constitutional Officer of the State of Florida and _____, a Florida Corporation with an office located at _____ ("Vendor"), and whose Federal Identification Number is _____(hereinafter PCSO and Vendor may be referred to as the "Party" or "Parties").

WHEREAS, the PCSO desires to retain the services of a competent and qualified Vendor to provide Inmate Communication Services; and,

WHEREAS, the PCSO has requested and received expressions of interest for the retention of services of vendors; and,

WHEREAS, the Vendor, is competent and qualified to furnish the required services to PCSO and desires to provide these services according to the terms and conditions stated herein,

NOW, THEREFORE, in consideration of the mutual understandings and covenants set forth herein, the PCSO and the Vendor agrees as follows:

Section 1. Term.

This Agreement shall take effect on the date ("Effective Date") of its execution by PCSO.

The term of this Agreement shall be for one (1) years, commencing upon the Effective Date, unless otherwise terminated as provided herein.

The PCSO shall have the option of extending the Agreement for up to three (3) one (1) year terms, under the same terms and conditions by giving the Vendor written notice not less sixty (60) days prior to the expiration of the initial term.

Initials _____   Initials _____

Page 33 of 45

Section 2. Services.

The PCSO does hereby retain the Vendor to furnish those services and to perform the task as further described in the PCSO Request for Proposal P2017-02, Technical Specifications and Questionnaire and made a part of this Agreement.

Section 3. Compensation.

The Vendor will perform the scope of services at prices listed on the Proposal Form, and made a part of this agreement.

Section 4. Vendors Responsibilities.

(a) The Vendor shall be responsible for the professional quality, accuracy, competence, methodology, and the coordination of all services performed pursuant to PCSO Request for Proposal P2017-02.

(b) PCSO review, approval, acceptance, or payment for any of the Vendor's services shall not be construed to: (i) operate as a waiver of any rights PCSO possesses under this Agreement; or (ii) waive or release any claim or cause of action arising out of the

Vendor's performance or nonperformance of this Agreement. The vendor shall be and will always remain liable to PCSO in accordance with applicable law for any and all damages to PCSO caused by the Vendor's negligent or wrongful performance or nonperformance of any of the services to be furnished under this agreement.

Section 5. Ownership of Documents.

All deliverable analysis, reference data, bills, completed reports, or any other form of written instrument or document created or resulting from the Vendor's services or performance during the course of this Agreement, if any, shall become the property of PCSO after final payment is made to the Vendor for services Vendor has furnished.

Initials _____   Initials _____

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Section 6. Termination.

(a) PCSO may, by sixty (60) days written notice to the Vendor, terminate this Agreement, in whole or in part, at any time, either for PCSO convenience or because of the failure of the Vendor to fulfill its obligation under this Agreement. Upon receipt of such notice, the Vendor shall:

(1) Immediately discontinue all services affected unless the notice directs otherwise, and

(2) The Vendor shall be paid for services actually rendered to the date of termination.

(b) The rights and remedies of PCSO provided for in this Section are in addition and supplemental to any and all other rights and remedies provided by law or under this Agreement.

Section 7. No Contingent Fees.

The Vendor warrants that it has not employed or retained any company or person, other than a bonafide employee working solely for the Vendor to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bonafide employee working solely for the Vendor, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from award of or making of the Agreement. For the breach or violation of this provision, the PCSO shall have the right to terminate the Agreement at its sole discretion, without any liability and to deduct from the Agreement price, or otherwise recover, the full amount of such fee, commission, percentage, gift, or consideration.

Section 8. Assignment.

Neither this Agreement nor any rights, duties, or obligations described herein shall be assigned or subcontracted by Vendor without the prior express written consent of PCSO.

Initials _____   Initials _____

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Section 9. Indemnification.

Vendor, shall indemnify, defend (by counsel reasonably acceptable to PCSO) protect and hold PCSO, its officers, employees and agents from and against any and all claims, actions, causes of action, liabilities, penalties, forfeitures, damages, losses, and expenses (including, without limitation, attorney's fees and cost during negotiation, through litigation and all appeals therefrom) whatsoever pertaining to the death of or injury to any person, or any damage to any property arising out of or resulting from (i) the failure of Vendor to comply with applicable laws, rules or regulations, (ii) the breach by Vendor of its obligations under this Agreement, (iii) any claim for trademark, patent or copyright infringement arising out of the scope of the Vendor's performance of this Agreement, or (iv) the negligent acts, errors or omissions, or the intentional or willful misconduct, of Vendor, agents, employees and invitees, provided, however, that Vendor shall not be obligated to defend or indemnify PCSO with respect to any such claims or damages arising out of PCSO's sole negligence.

Section 10. Insurance Requirements.

Vendors are required to maintain proper insurance coverage, including Worker's Compensation. General, and Automobile Liability Insurance in order to be approved to do business with the Polk County Sheriff's Office. The successful vendor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the Polk County Sheriff's Office from claims which may arise out of or result from the Vendor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The successful Vendor shall furnish a copy of an original Certificate of Insurance, naming the Polk County Sheriff's Office as an additional insured. Should any of the policies be cancelled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder.

Initials ....

Initials .. ..

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The successful Vendor shall furnish insurance in satisfactory limits, and on forms and of companies that are acceptable to the Purchaser's Attorney and/or Risk Management and shall require and show evidence of insurance coverage's on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

Workers Compensation. The Vendor shall provide, pay for, and maintain worker compensation insurance on all employees, its agents or subcontractors as required by Florida Statutes.

Comprehensive Automobile/Commercial General Liability Insurance: The Vendor shall provide, pay for and maintain a satisfactory combined amount of liability for bodily injuries, property damage and personal injury resulting from any one occurrence, including all owned, hired, and non-owned vehicles: including coverage's:

Premises and Operations:

Broad Form Commercial General Liability Endorsement to include Blanket Contractual liability (specifically covering, but not limited to, the contractual obligations assumed by the Firm; Personal Injury (with employment and contractual exclusions deleted), Civil Rights Actions, Incidental Medical Malpractice, Amend Expected or Intended Injury, Sexual Abuse/Molestation, Humiliation and Mental Anguish, and Broad Form Property Damage coverage.

Independent Contractors:

Property Damage Hazards; Cross Liability Endorsement and Contractual liability (specifically covering, but not limited to, the contractual obligations assumed by the Firm.

Section 11. Public Entity Crimes.

The Vendor understands and acknowledges that this Agreement will be void in the event the conditions under Section 287.133, Florida Statutes, relating to conviction for a public entity crime, apply to the Vendor.

Initials ... ... Initials ...

SECURUS Technologies

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Section 12. Non-Discrimination.

The Vendor warrants and represents that all of its employees are treated equally during

employment without regard to race, color, religion, gender, age or national origin.

Section 13. Amendments or Modifications.

Either party may at any time during the term of this Agreement request amendments or

modifications. Requests for amendment or modification of this Agreement shall be in writing and

shall specify the requested changes and the justification of such changes. The parties shall review

the request for modification in terms of the regulations and goals relating to the Agreement.

Should the parties consent to modification of the Agreement, then an amendment shall be drawn,

approved, and executed in the same manner as the original agreement.

Section 14. Independent Contractor.

It is agreed that nothing contained herein is intended or should be construed as in any manner

creating or establishing a relationship of co-partners between the parties, or as constituting the

Vendor(including its officers, employees, and agents) as the agent, representative, or employee of

PCSO for any purposes, or in any manner, whatsoever. The Vendor is to be and shall remain

forever an independent contractor with respect to all services performed under this Agreement.

The Vendor shall not pledge PCSO credit or make it a guarantor of payment or surety for any

contract, debt, obligation, judgment, lien or any form of indebtedness and shall have no right to

speak for or bind PCSO in any manner.

Section 15. Public Records Law.

The Vendor acknowledges PCSO obligations under Article I, Section 24, Florida Constitution

and Chapter 119, Florida Statutes, to release public records to members of the public upon

request. The Vendor acknowledges that PCSO is required to comply with Article I, Section 24,

Florida Constitution and Chapter 119, Florida Statutes, in handling of the materials created under

this Agreement and that's said statute and constitutional provisions control over the terms of this

Agreement.

Initials _____   Initials _____

The Vendor will not disclose any documents or information that is specifically exempt from disclosure pursuant to applicable laws.

Section 16. Compliance with Laws and Regulations.

In providing all services pursuant to this Agreement, the Vendor shall abide by all statutes, ordinances, rules, and regulations pertaining to, or regulating the provisions of, such services, including those now in effect and those hereafter adopted. Any violation of said statutes, ordinances, rules, or regulations shall constitute a material breach of

this Agreement, and shall entitle PCSO to terminate this Agreement immediately upon delivery of written notice of termination to the Vendor.

Section 17. Governing Law and Venue

This Agreement shall be governed in all respects by the laws of the State and any litigation regarding this Agreement shall be forumed and venued in a court of competent subject matter jurisdiction, in Polk County, Florida, or the Federal Middle District Court of Florida, located in Tampa, Florida.

Section 18. Notices.

All notices, consents, demands, requests and other communications which may or are required to be given hereunder shall be in writing and shall be deemed duly given if personally delivered or sent by United States mail, registered or certified, return receipt requested, postage prepaid, to the addresses set forth hereunder or to such other address as the other party hereto may designate in written notice transmitted in accordance with this provision.

1). In case of the Sheriff, to:

Polk County Sheriff's Office
Attn: Office of Legal Affairs
1891 Jim Keene Blvd
Winter Haven, Florida 33880

2). In case of Vendor, to...

Initials _____

Initials _____

Section 19. Severability

Whenever possible, each provision of this Agreement shall be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Agreement is held to be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provisions of this Agreement.

Section 20. Successors and Binding Agreement.

Vendor shall require any successors (whether direct or indirect, by purchase, merger, consolidation, or otherwise) by agreement in writing agreeable to PCSO, to assume and agree to perform this Agreement in the same manner and to the same extent that Vendor would be required to perform it if no such succession had taken place. Failure of Vendor to obtain any such agreement prior to the effectiveness of the succession shall be a breach of this Agreement and shall entitle PCSO to compensation from Vendor in the same amount and on the same terms as PCSO would be entitled under the Agreement.

Section 21. Annual Appropriations.

Vendor acknowledges that during any fiscal year, the PCSO shall not expend money, incur any liability, or enter into any agreement which, by its terms, involves the expenditure of money in excess of the amounts budgeted as available for expenditure during such fiscal year. Accordingly, any agreement, verbal or written, PCSO make in violation of this limitation is null and void, and no money may be paid on such agreement. Nothing stated herein prevents PCSO from entering into agreements whose duration exceeds one year, but any such agreement shall be executed only for the value of services to be rendered or agreed to be paid for in each succeeding fiscal year. Accordingly, PCSO's performance and obligation to pay the Vendor under this Agreement is contingent upon annual appropriations made for the purpose.

Initials _____

Initials _____

SECURUS Technologies

Section 22. Unauthorized Aliens

The Vendor agrees that unauthorized aliens shall not be employed nor utilized in the performance of the requirements of this solicitation. PCSO shall consider the employment or utilization of unauthorized aliens a violation of Section 274A(e) of the Immigration and Naturalization Act (8 U.S.C. 1324a) such violation shall be cause for unilateral termination of this Agreement by PCSO.

Section 23. Limitation on Liability

In no event shall PCSO be liable to the Vendor for indirect, incidental, consequential, special, exemplary, or punitive damages of any kind or nature, including loss of profit, whether foreseeable or not, arising out of or resulting from the nonperformance or breach of this agreement by PCSO whether based in contract, common law, warranty, tort, strict liability, contribution, indemnity or otherwise.

Initials _____

Initials _____

IN WITNESS WHEREFOF, the parties hereto have executed this Agreement.

POLK COUNTY SHERIFF'S OFFICE
BY Andria McDonald, Executive Director

ATTEST

_____

_____
Witness to Andria McDonald

Date: _____

APPROVED AS TO FORM AND LEGAL SUFFICIENCY:

_____
Office of Legal Affairs

ATTEST

By _____
Vendor

by: _____
Corporate Secretary

_____
[Printed Name]

_____
[Title]

_____
[Printed Name]

Date: _____

VENDOR ACKNOWLEDGEMENT

VENDOR ACKNOWLEDGEMENT

By signing and submitting this Pre-Qualification Package, Vendor acknowledges he/she has read, understands, and can provide the minimum requirements stated herein, that he/she has visited the site, performed investigations and verifications as he/she deems necessary, understands/accepts terms and conditions familiarized him/herself with the local conditions under which the work is to be performed and will be responsible for any and all errors in his/her Pre-Qualification Package resulting from his/her failure to do so. Vendor certifies this Pre-Qualification Package has not been prepared in collusion with any other Vendor or other person or persons engaged in the same line of business.

PUBLIC ENTITY CRIME/DEBARMENT INFORMATION

A person or affiliate who has been placed on the Convicted Vendor or Excluded Parties List System (EPLS) list following a conviction for a public entity crime may not submit a Bid/Proposal on a contract to provide any goods or services to a public entity, may not submit a Bid/Proposal on a contract with a public entity for the construction or repair of a public building or a public work, may not submit Bids/Proposal on leases of real property to a public entity, may not be awarded or perform work as a Vendor, supplier, sub-Vendor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted Vendor list. Please refer to https://sam.gov and/or Florida Statutes 287.133 to ensure compliance.

ANTI-COLLUSION STATEMENT

The below signed Bidder has not divulged to, discussed or compared his/her Bid/Proposal with other Vendors and has not colluded with any other Bidder or parties to a Bid/Proposal whatsoever. Note: no premiums, rebates, or gratuities to any employee or agent are permitted with, before, or after any delivery of materials. Any such violation will result in the cancellation and/or return of material (as applicable) and the removal from the master vendors list.

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed.

I have read and understand the contents of the above, and have the proper authority to execute Proposal documents.

Date: 6-9-17

Print Name: Robert E. Pickens

Signature: _Ht Li_

Title: President

Vendor Name: Securus Technologies. Inc.

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AUTHORIZED SIGNATURES /NEGOTIATORS

AUTHORIZED NEGOTIATOR(S) SIGNATURE(S)

By signing below, I am affirming and approving all information contained in this Proposal and any attachments (Proposal form, etc...) are legally executed and that the following person(s) are authorized to sign and/or negotiate contracts and related documents to which the bidder or proposer will be duly bound:

Company Name: **Securus Technologies, Inc.**

Federal I.D./EIN: **75-2722144**   DUNS Number: **19-285-8954**

Physical Address: **4000 International Parkway**
Carrollton, TX 75007

Mailing Address: **Same**
(If different from above)

1. Authorized Representative (Print): **Robert E. Pickens**

   Title of Representative: **President**

   Authorized Signature: _____

   Phone: **972-277-0300**   Email: **bpickens@securustechnologies.com**

2. Authorized Representative (Print): _____

   Title of Representative: _____

   Authorized Signature: _____

   Phone: _____   Email: _____

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REQUEST FOR PROPOSAL
PACKING LABEL

Cut this label out and tape this label to your Request for Proposal package to identify it as a Request for Proposal. Neither facsimile nor emailed documents will be accepted. Be sure to include the name of the company submitting the bid where requested.

DELIVER TO:

POLK COUNTY SHERIFF'S OFFICE

**Business Services Division/Purchasing
Section 1891 Jim Keene Blvd
Winter Haven, FL 33880-8000**

REQUEST FOR PROPOSAL: DO NOT OPEN

Proposal Name: RFP # 2017-03 Inmate Communication Services

Opening Date/Time: June 9, 2017 @ 2:00 P.M.

Company Name: Securus Technologies, Inc.

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ATTACHMENTS

Attachments:

Attachment 1: Financial Offers

Attachment 2: Project Plan

Attachment 3: Articles of Incorporation

Attachment 4: References

Attachment 5: Securus Technologies Financials

ATTACHMENT 1: FINANCIAL OFFERS

Securus Financial Offer Summary

Securus has carefully designed a solution-based proposal to support and serve Polk County. The solution is designed to generate the **highest cost savings**, deliver **proven efficiency** improvements, and provide advanced **investigative capabilities while increasing County revenues.** These features, coupled with an **aggressive commission** rate, will meet the revenue, safety, and technology needs of the Polk County Sheriff's Office and the community it serves throughout the term of the agreement and going forward.

Our powerful communication systems, automation services, and proven investigative tools used nationwide by law enforcement will deliver proven results to Polk County by **increasing operational efficiencies** while **lowering costs** and **enhancing service options** to your inmates and their family members and friends. Correctional officers will also be safer and better equipped to serve and protect their communities while keeping inmates in touch with their loved ones. Securus will deliver a turnkey solution backed by **30 years** of experience in serving law enforcement. Our dedicated project management team provides a seamless transition, and our specialized dedicated support team will ensure that Polk County reaps all the benefits of its new system. We are committed to delivering all of the software and law enforcement tools in the required timeframe and with proper training to ensure Polk County can utilize the most advanced systems available in the market place today.

Provided below is a summary highlighting the key solutions of our offer. Securus' complete solution has included all of the software and hardware required by the RFP, as well as a number of advanced value-added solutions and services at <u>NO additional cost</u> to Polk County. Each value-added technology will drive greater efficiencies, deliver higher returns on investigative activities, and/or provide additional revenue streams to Polk County. Securus is aware of the Sheriff's desire to allow limited use of Inmate Tablets for the provision of receiving mail and sending messages. Should the Sheriff desire to completely eliminate the use of tablets, Securus will offer to integrate the MailGuard platform directly into its visitation terminals, in addition to supporting the MailGuard tablet program.

SECURUS Technologies

Securus Solution Benefits

Securus has the **technology, experience, and financial resources** needed to deliver the industry's leading inmate communications solution. Our solutions allow our partners to effectively and efficiently protect the communities they serve,

- **FREE** quarterly upgrades to all systems
- Secure remote access anytime and anywhere
- Interagency investigative information sharing

Security Features
- Personal IDs and passwords
- Access rights granted based on duties and roles
- Ability to disable phones 24/7 remotely or through manual intervention

Data Centers
- Co-located in Dallas and Atlanta
- Redundant architecture
- Trunks provisioned as outgoing only

Service and Maintenance
- Installation and cut-over
- Local technicians available 24/7
- All necessary integrations
- **24/7/365** technical support
- **24/7/365** family members and friends support
- Comprehensive Project Management services to handle integrations and project turn up. Securus guarantees our ability to integrate and provide system interoperability to the County and or other systems as necessary.
- Free onsite training for the life of the contract

Secure Communications Platform (SCP)

The most widely deployed platform in the industry with over 2,600 installations	**Over 550 features including:** • SCP User Interface • Bilingual capability • Calling duration limits • Call warnings • Crime Tip • Free calls • Control of prohibited and blocked calls • Call acceptance • Call monitoring and recording • PIN management **Fraud Management** • Covert Alert • 3-way detection (patented) • Chain calling elimination • Switch-hook dialing prevention • Re-dialing limitations • Extra digit dialing prevention patented • Remote call forwarding detection • Voice overlay messaging • Over 50 standard reports • **Proven Voice Biometric Identification** • Facility Portal provides authorized personnel access to audit all systems and payments Securus patented awarded features drive competitive advantage for **MAXIMUM CALL COMPLETION** that enables **AGGRESSIVE COMMISSIONS** without inflated rates or unfair processes for your community.

Secure Video Visitation (SVV) with ConnectUs Applications

Expands the services offered through our multi-function terminals providing inmates the ability to access applications without having to move inmates through the facility for visitation.	More than 6,000 terminals deployed nationwide at nearly 200 facilities. Save man-hours escorting inmates to visitor areas, and increasing security and safety of officers while providing advanced inmate application access for ease of communication with the inmate population.

Some notable features are:
- Automated appointment scheduling
- Banner and video messages
- Commissary ordering
- Grievance filing
- Inmate Handbook
- **Law library**
- **Jobview**
- Live monitoring and recording
- Medical appointments
- Multi-session live monitoring
- On-site and remote video visitation
- **MAIL GUARD Mail Automation Capabilities**

Investigative Solutions Tool Kit

Designed to assist law enforcement and corrections agencies collect, consolidate, visualize, store, and distribute information in real time to support their needs for immediate access to critical data.	• Investigator Pro-biometrically analyzes the entire phone call, detecting suspicious voice prints & automatically presenting findings. IPro flags potential criminal calling activity and immediately alerts investigators to those calls. • ICER interagency uncovers and alerts on inmate to inmate communication • Location Based Services (LBS) protection and oversight of cell phone use inside and outside of your facility. • THREADS data analytics software.

Annual Facility Cost Savings Projections

Securus has projected Polk County's annual operational savings, using similar sized facilities that currently make use of our proposed technologies and multiplied that times an average officer's salary. These savings are based on proven returns and we are confident that Polk County will realize similar efficiency driven benefits with our technology.

Product	Method	Benefit	Savings
Secure Communications Platform (SCP)	Automates management of entire inmate telephone system	Provide cost reduction features throughout the system's automation benefits as well as safety enhancements for officers and community	**$96,000**
Securus Video Visitation (SVV)	Automates a current manual process with inmate movement involved while allowing low cost remote visitation	Save staff time and reduce opportunities for the introduction of contraband	**$96,000** **Plus** **Video Visitation Commission Revenues**
ConnectUs - Grievances, Commissary Ordering, Medical Appointments	Automate and improve current processes; Eliminates printing of paper manuals saving thousands annually	Enhancements in workflow automation to support improved inmate services without staff intervention	**$194,000**
Automated Information Services (AIS)	Automate responses for inmates and community inquires	Ability to automate responses to 80% of inbound community calls and inmate inquiries	**$96,000**
Investigative Solutions Tool Kit	Automates collection, consolidation, and distribution of critical information in real time to save officers time and increase seizures	Assist investigators in not only solving crimes, but preventing future crimes from taking place and **doubles** the time available for your staff	**$288,000**
Securus projects the following total annual operational savings with the implementation of SCP, SVV, ConnectUs, AIS and our Investigative Solutions:			**$770,000 Annually**

SECURUS Technologies

Optional Solutions and Services

Securus provides more solutions to the corrections market than any other provider. All of our Securus owned and operated solutions can be implemented at any time during the contract term. Provided below is a partial listing of optional services that could be added to the Polk County contract at any point during the contract term:

- **Guarded Exchange (GEX) Integrity Security Services** provides forensic biometrics analysis services. Currently in use with the Missouri DOC, Guarded Exchange enhances investigative work by supporting your existing efforts with targeted assistance

- **Managed Access Solutions (MAS)** allows corrections facility representatives to effectively control contraband cell phones without impacting legitimate wireless communications within the designated areas of a prison or government facility.

- **XJail Jail Management System (JMS)** permits jails and prisons to manage their workflows and and ensure adherence to policies and procedures. XJail provides pertinent information to correctional personnel using simple, intuitive inquiries and reports. XJail meets the needs of single facility, multiple-facility, and multiple-agency environments, and easily integrates into any GJXML-compliant network.

- **STOP Monitoring** is our early release and work release monitoring solution. It employs monitoring technology in the form of ankle bracelets as an optimal solution for supervising agents needing to supervise and monitor the locations and movements of enrollees while helping to keep the public safe.

Commission and Rate Proposals

Option	Per Minute Charge	Commissions Paid Upfront	Commission
A	$.36 (Current Rate Structure)	$9,000,000.00	96.5 (m1)%
B	$.19	$6,000,000.00	90.2%
C	$.10	$3,500,000	70.5%

Securus Will Provide Prepaid Commission Guarantee

Option A, B, or C as Part of Our Agreement with Polk County

$0.50 per Minute International Calling For All Options

$3.00 Optional Funding Fee Applies to All Options

Securus has worked hard to develop an offer that fully serves the needs of Polk County and its constituents and meets all Federal and State requirements for call rates and fees. We are committed to providing an offer that incorporates all of your requirements while providing funds to support your inmate welfare programs and world class technology to automate processes with dedicated in state support to back it up. We recognize that Polk County may wish to propose modifications to our offers and we are willing to be flexible in any negotiations to best support your operational goals today and going forward.

Securus respectfully requests the privilege of serving Polk County and looks forward to establishing a long term, mutually beneficial relationship with the Polk County Sheriff's Office and the Community you keep safe.

ATTACHMENT 2: PROJECT PLAN

ID	Task Name	Duration	Start	Finish
1	SECURUS Inmate Telephone System/Video Visitation, Tablets and Lobby Kiosk Installation Project Plan for Polk County	96.88 days	Mon 1/16/17	Tue 5/16/17
2	Inmate Phone System and Lobby Kiosk Installations & Cut-Overs	43.63 days	Mon 1/16/17	Thu 3/16/17
3	Project Initiation Phase	1.6 days	Mon 1/16/17	Tue 1/17/17
4	Host internal project review and kick-off meeting	2 hrs	Mon 1/16/17	Mon 1/16/17
5	Team with Sales Account Manager to host kick-off call with SECURUS Inmate Telephone System Installation Project Plan for Polk County Project Team	2 hrs	Mon 1/16/17	Mon 1/16/17
6	Complete Telephone Equipment Inspection for Inmate Locations	1 day	Mon 1/16/17	Tue 1/17/17
7	Project Planning Phase	6.63 days	Tue 1/17/17	Wed 1/25/17
8	Update Engineering based on site survey information	2 hrs	Tue 1/17/17	Tue 1/17/17
9	Identify resources needed to complete tasks and objectives	2 hrs	Tue 1/17/17	Tue 1/17/17
10	Create ticket assignments for necessary departments	2 hrs	Tue 1/17/17	Tue 1/17/17
11	Host internal review to determine scheduling options	2 hrs	Wed 1/18/17	Wed 1/18/17
12	Host review with current services provider to discuss transition plan	1 hr	Wed 1/18/17	Wed 1/18/17
13	Create project in the Install Portal and setup notifications/alerts	1 hr	Wed 1/18/17	Wed 1/18/17
14	Create orders for telecom provisioning for tablets, video visitation, and Lobby Kiosks	1 hr	Wed 1/18/17	Wed 1/18/17
15	Create purchase orders for materials	1 hr	Wed 1/18/17	Wed 1/18/17
16	Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Wed 1/18/17	Wed 1/18/17
17	Kick-off Discussions for Automated PIN Imports / OMS Integration	1 day	Thu 1/19/17	Thu 1/19/17
18	Integration for automated PIN data management	1 hr	Fri 1/20/17	Fri 1/20/17
19	Review field service access/scheduling & telecom vendor scheduling options with Polk County Project Team	1 hr	Fri 1/20/17	Fri 1/20/17
20	Produce updated project schedule	2 hrs	Fri 1/20/17	Fri 1/20/17
21	Securus Project Team and Polk County Project Plan / Schedule Review	1 hr	Fri 1/20/17	Fri 1/20/17
22	Finalize Telecom Provisioning, Material Delivery, and Field Service schedules	0.6 days	Fri 1/20/17	Mon 1/23/17
23	Securus & Polk County Project Team Meeting - Touch Point	2 hrs	Fri 1/20/17	Fri 1/20/17
24	Review telecom and hardware delivery schedules	2 hrs	Fri 1/20/17	Mon 1/23/17
25	Produce updated project plan and review with Polk County Project Team	1 day	Tue 1/24/17	Wed 1/25/17
26	Customer Data Management	2 hrs	Tue 1/24/17	Tue 1/24/17
27	Coordinate transition activities with incumbent	2 hrs	Tue 1/24/17	Tue 1/24/17
28	Site specific voice prompts & tag lines	2 hrs	Tue 1/24/17	Tue 1/24/17
29	Upload blocked number files	2 hrs	Tue 1/24/17	Wed 1/25/17
30	Upload free and privileged number files	41 days	Wed 1/18/17	Thu 3/16/17
31	Project Execution Phase	26 days	Wed 1/18/17	Wed 2/22/17
32	Site Cutover Installation Planning Activities	21 days	Wed 1/18/17	Thu 2/16/17
33	Telecom delivery lead time	1 day	Thu 2/16/17	Fri 2/17/17
34	Confirm Telecom Test & Turn-up (T&T) schedule			

Page 1

ID	Task Name	Duration	Start	Finish
69	Schedule network and power installation	1 day	Fri 1/20/17	Mon 1/23/17
70	**Telecom Provisioning for Polk County**	**28.25 days**	**Wed 1/18/17**	**Thu 2/23/17**
71	Telecom delivery lead time	21 days	Wed 1/18/17	Thu 2/16/17
72	Confirm Telecom Test & Turn-up (T&T) schedule	1 day	Thu 2/16/17	Fri 2/17/17
73	Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 2/17/17	Mon 2/20/17
74	Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 2/20/17	Tue 2/21/17
75	Verify Site Survey Details and retrieval for terminal locations and equipment need for installation	1 day	Wed 2/22/17	Thu 2/23/17
76	Review Site schedule and activities with Polk County Project Team	1 day	Tue 2/21/17	Wed 2/22/17
77	**Process Hardware Orders for Tablet and Video Visitation Installations**	**13 days**	**Thu 2/23/17**	**Tue 3/14/17**
78	Create BOM for equipment orders	5 days	Thu 2/23/17	Thu 3/2/17
79	Process equipment orders and submit to purchasing	3 days	Thu 3/2/17	Tue 3/7/17
80	Monitor delivery of hardware orders for site location	5 days	Tue 3/7/17	Tue 3/14/17
81	**Electrical and Cabling Installation**	**40 days**	**Mon 1/30/17**	**Mon 3/27/17**
82	Monitor installation of the Electrical and Cabling for all terminals	40 days	Mon 1/30/17	Mon 3/27/17
83	**Instance Setup**	**14 days**	**Tue 3/7/17**	**Mon 3/27/17**
84	Add site - Provisioning of facility configurations	4 days	Tue 3/7/17	Mon 3/13/17
85	Create admin user and additional users	4 days	Mon 3/13/17	Fri 3/17/17
86	Create locations	4 days	Fri 3/17/17	Thu 3/23/17
87	Add terminals and enable modules	2 days	Thu 3/23/17	Mon 3/27/17
88	**Create Flat File**	**8 days**	**Mon 3/27/17**	**Thu 4/6/17**
89	Produce flat file and test import	4 days	Mon 3/27/17	Fri 3/31/17
90	Automate flat file export and upload	4 days	Fri 3/31/17	Thu 4/6/17
91	**Terminal and Tablet WAP Installations**	**25 days**	**Tue 3/14/17**	**Tue 4/18/17**
92	Mount terminals	25 days	Tue 3/14/17	Tue 4/18/17
93	Mount Tablet WAPs in designated locations	25 days	Tue 3/14/17	Tue 4/18/17
94	Connect network cable and power on unit	25 days	Tue 3/14/17	Tue 4/18/17
95	**Terminal Setup (15 minutes per terminal)**	**9 days**	**Tue 4/18/17**	**Mon 5/1/17**
96	Terminal Setup	7 days	Tue 4/18/17	Thu 4/27/17
97	Configure config file	2 days	Thu 4/27/17	Mon 5/1/17
98	Change IP (if necessary)	2 days	Thu 4/27/17	Mon 5/1/17
99	**Quality Control / Checklist Reviews**	**10 days**	**Mon 5/1/17**	**Mon 5/15/17**
100	Controlling and monitoring of terminals and sessions	7 days	Mon 5/1/17	Wed 5/10/17
101	Training for users for comprehensive understanding of the portals	3 days	Wed 5/10/17	Mon 5/15/17
102	**Go Live for tablet and video visitation sessions**	**1 day**	**Mon 5/15/17**	**Tue 5/16/17**
103	Configure T & C and web services for F & F account creation	1 day	Mon 5/15/17	Tue 5/16/17

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ID	Task Name	Duration	Start	Finish
104	Turn up Polk County for live tablet & video visitation sessions	1 day	Mon 5/15/17	Tue 5/16/17

ATTACHMENT 3:
ARTICLES OF INCORPORATION

August 25, 2010

FLORIDA DEPARTMENT OF STATE
Division of Corporations

SECURUS TECHNOLOGIES, INC.
14651 DALLAS PARKWAY
SUITE 600
DALLAS, TX 75254US

Re: Document Number F97000004630

The Amendment to the Application of a Foreign Corporation for EVERCOM
SYSTEMS, INC. which changed its name to SECURUS TECHNOLOGIES, INC., a
Delaware corporation authorized to transact business in Florida, was filed
on August 24, 2010.

The certification you requested is enclosed. To be official, the
certification for a certified copy must be attached to the original
document that was electronically submitted and filed under FAX audit
number H10000190006.

Should you have any questions regarding this matter, please telephone
(850) 245-6050, the Amendment Filing Section.

Tracy L Lemieux
Regulatory Specialist II
Division of Corporations   Letter Number: 710A00020416

State of Florida

Department of State

I certify the attached is a true and correct copy of the Amendment to the Application of a Foreign Corporation, filed on August 24, 2010, for EVERCOM SYSTEMS, INC. which changed its name to SECURUS TECHNOLOGIES, INC., a Delaware corporation authorized to transact business in Florida, as shown by the records of this office.

I further certify the document was electronically received under FAX audit number H10000190006, and this certificate issued in accordance with section 15.16, Florida Statutes, and authenticated by the code noted below.

The document number of this corporation is F97000004630.

Authentication Code: 710A00020416-082510-F97000004630-1/1

Given under my hand and the Great Seal of the State of Florida, at Tallahassee, the Capital, this the Twenty-fifth day of August, 2010

Dawn K. Roberts
Dawn K. Roberts
Secretary of State

PROFIT CORPORATION
APPLICATION BY FOREIGN PROFIT CORPORATION TO FILE AMENDMENT TO
APPLICATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA
(Pursuant to s. 607.1504, F.S.)

SECTION I
(1-3 MUST BE COMPLETED)

P97000004630
(Document number of corporation (if known)

1. Evercom Systems, Inc.
(Name of corporation as it appears on the records of the Department of State)

2. Delaware 3. September 3, 1997
(Incorporated under laws of) (Date authorized to do business in Florida)

SECTION II
(4-7 COMPLETE ONLY THE APPLICABLE CHANGES)

4. If the amendment changes the name of the corporation, when was the change effected under the laws of
its jurisdiction of incorporation? August 2, 2010

5. Securus Technologies, Inc.
(Name of corporation after the amendment, adding suffix "corporation," "company," or "incorporated," or
appropriate abbreviation, if not contained in new name of the corporation)

(If new name is unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting
business in Florida)

6. If the amendment changes the period of duration, indicate new period of duration.

(New duration)

7. If the amendment changes the jurisdiction of incorporation, indicate new jurisdiction.

(New jurisdiction)

8. Attached is a certificate or document of similar import, evidencing the amendment, authenticated not more than
90 days prior to delivery of the application to the Department of State, by the Secretary of State or other official
having custody of corporate records in the jurisdiction under the laws of which it is incorporated.

(Signature of a director, president or other officer - if in the hands
of a receiver or other court appointed fiduciary, by that fiduciary)

Dennis J. Reinhold VP, Gen Counsel and Secretary
(Typed or printed name of person signing) (Title of person signing)

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "EVERCOM SYSTEMS, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "SECURUS TECHNOLOGIES, INC.", THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID CORPORATION IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

2788631 8320

100835889

You may verify this certificate online at corp. delaware.gov/authver.shtml

Jeffrey W. Bullock, Secretary of State

AUTHENTICATION: 8177210

DATE: 08-17-10

H10000190006 3

SECURUS Technologies

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Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "EVERCOM SYSTEMS, INC.", CHANGING ITS NAME FROM "EVERCOM SYSTEMS, INC." TO "SECURUS TECHNOLOGIES, INC.", FILED IN THIS OFFICE ON THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE KENT COUNTY RECORDER OF DEEDS.

2788631 8100

100793626

You may verify this certificate online
at corp.delaware.gov/euchver.shtml

Jeffrey W. Bullock, Secretary of State

AUTHENTICATION: 8148215

DATE: 08-02-10

CERTIFICATE OF AMENDMENT OF CERTIFICATE OF INCORPORATION

OF

EVERCOM SYSTEMS, INC.

(hereinafter called the "corporation"), a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware, does hereby certify:

1. The name of the corporation is Evercom Systems, Inc.

2. The certificate of incorporation of the corporation is hereby amended by changing the First Article thereof so that, as amended, said Article shall be and read as follows:

First: The name of the corporation is Securus Technologies, Inc.

3. The amendment of the certificate of incorporation herein certified has been duly adopted in accordance with the provisions of Sections 228 and 242 of the General Corporation Law of the State of Delaware.

Executed on this 28th day of July, 2010.

/s/ Dennis J. Reinhold
Dennis J. Reinhold, Vice President, General
Counsel and Secretary

Delaware Certificate of Amendment After Payment of Capital 1/34 - 1

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Acknowledgment of name change on IXC Registration No. TJ054 from Evercom Systems, Inc. d/b/a Correctional Billing Services to Securus Technologies, Inc., and on PATS Certificate No. 5541 from Evercom Systems, Inc. to Securus Technologies, Inc., effective September 16, 2010.	DOCKET NO. 100401-TP ORDER NO. PSC-10-0645-FOF-TP ISSUED: October 28, 2010

ORDER ACKNOWLEDGING NAME CHANGE

BY THE COMMISSION:

By letter dated September 16, 2010, Evercom Systems, Inc., holder of Pay Telephone Certificate of Public Convenience and Necessity No. 5541, requested that Certificate No. 5541 be amended to reflect the new corporate name, Securus Technologies, Inc. Upon review of the Department of State, Division of Corporations' records, it appears that Evercom Systems, Inc. has properly registered the new corporate name. Accordingly, we find it appropriate to amend Certificate No. 5541 to reflect the new corporate name.

This Order will serve as the amended Pay Telephone Certificate of Public Convenience and Necessity No. 5541 for Securus Technologies, Inc. Securus Technologies, Inc. should retain this Order as evidence of the name change. We are vested with jurisdiction over this matter pursuant to Section 364.335, Florida Statutes.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the request by Evercom Systems, Inc. to change the name on Certificate No. 5541 from Evercom Systems, Inc. to Securus Technologies, Inc. is hereby approved. It is further

ORDERED that this Order will serve as Securus Technologies, Inc.'s amended certificate and that this Order should be retained as evidence of the name change. It is further

ORDERED that this change will be effective upon issuance of this Order. It is further

ORDERED that because there are other pending actions for the IXC portion of the Docket, this Docket should remain open.

DOCUMENT NUMBER DATE

8973 OCT 28 ≌

FPSC-COMMISSION CLERK

By ORDER of the Florida Public Service Commission this <u>28th</u> day of <u>October, 2010</u>.

<u>Ann Cole</u>
ANN COLE
Commission Clerk

(S E A L)

VSM

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk, and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

ATTACHMENT 4: REFERENCES

Banking References

J.P.Morgan

Jorge Bracero
Executive Director
Treasury Services, Corporate Client Banking

April 27, 2016

RE: Securus Technologies, Inc.

Dear Sir or Madam:

This letter is to confirm that JPMorgan Chase Bank, N.A. has maintained a banking relationship with Securus Technologies, Inc. for more than ten years. Securus Technologies, Inc. is a client in very good standing with the firm.

All of our experience with Securus Technologies, Inc. has been satisfactory. We know of no reason why they would not prove responsible in normal business commitments.

Please do not hesitate to call me at +1 (214) 965-3120 or send me an e-mail at iorge.bracero@jpmorgan.com should you have any questions regarding this matter.

Sincerely,

Jorge Bracero

2200 Ross Avenue, Floor 03, Dallas TX 75201-2787
Telephone: +1 214 965 3120 Facsimile: +1 214 965 2153 Mobile: +1 469 215 2772 jorge.bracero@jpmorgan.com
JPMorgan Chase Bank, N.A.

Deutsche Bank [/]

Deutsche Bank AG New York
60 Wall Street
New York, NY 10005 2858

Tel +1 212 250 2500

May 20, 2016

Philip Ninan
Securus Technologies
14651 Dallas Parkway, Suite 600
Dallas, TX 75254

Re: Securus Technologies

Ladies and Gentlemen:

This letter is to confirm that Deutsche Bank AG New York Branch ("Deutsche Bank") has
maintained a banking relationship with Securus Technologies, Inc. (the "Company") for more
than 3 years. During that period, and as of the date hereof, the Company has maintained a
satisfactory commercial relationship with Deutsche Bank.

This letter is extended as a courtesy to the Company at its request. This letter has no legal effect
and, in particular, does not constitute a guaranty or other credit support of any nature.

Very truly yours,

Deutsche Bank AG New York Branch

By: _____

Name: Anca Trifan
Title: Managing Director

Michael Shannon
Vice President

SECURUS Technologies

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Supplier References

May 17, 2016

To whom it may concern,

Anixter Inc. has been a top 3 major supplier to Securus Technologies, Inc. (formerly known as Evercom Systems, Inc.) since 2004. Securus is in good standing with Anixter and has been throughout the partnership. Additionally, Securus has demonstrated their ability to manage an increased line of credit in the support of larger projects.

We have no hesitation in continuing our relationship with Securus as a supplier partner and recommend them for your consideration.

Regards,

Mike Larkin
District Manager
Anixter-Dallas
972-353-7267
mike.larkin@anixter.com

1

Wintel®

A division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101
Longwood. FL 32750

May 19, 2016

To whom It May Concern:

I am writing with regard to our business relationship with Securus Technologies, a.k.a. Evercom Systems.

We opened their account on April 1, 2003. For the past six years they have been one of our most reliable customers and they have obtained our highest customer rating for payments.

Average days to pay in 2015 was 20 days and to date in 2016, 9 days, much less than our terms of Net 30. Their highest balance has been in the mid six figures. There account as of Thursday, May 19, 2016 is current.

The only anomalies we have experienced this year were primarily the result of new people processing the invoices. We anticipate the average days to payment will remain similar to what we have experienced so far this year. Any issues are always resolved satisfactorily.

Securus has been a very reliable customer for more than 13 years. We value our relationship with them.

Should you require any additional information, please don't hesitate to call me at 352-633-3626.

Sincerely,

Hank Smith (AR)

Hank Smith, Chief Operating Officer
Wintel, a division of Independent Technologies, Inc.
O: 352-633-3626
C: 321-544-4812
E: hank.smith@itcmail.net

Ph 407/834-1188   Fx 407/830-1050   www.wintelphones.com

SECURUS Technologies   284

Client References

Reference 1

Name/Title	Tim Rich, Jail Captain
Phone	940-349-1851

Reference 2

Name	Northern Neck Regional Jail
Address	3908 Richmond Road Warsaw, Virginia 22572
email	ted@nnrj.state.va.us